



Report on Patients' Experiences
59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey

Patients discharged: July 1, 2001 - September 30, 2001

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center (LLMC) patients discharged between July 1, 2001 and September 30, 2001. This report compares the results of the survey for 59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center to the results of Military Health System as well as to the results from other surveys Picker has conducted.

This report is designed to identify key opportunities for improving patients' experiences. Patient responses are summarized as problem scores. Responses that indicate a negative experience are labeled as problem scores. In general, somewhat negative responses are also included as problems in these scores. For example, a patient response of "Yes – sometimes" to the question "Did you have confidence and trust in the doctors treating you?" is included as a problem. Dimension-level scores summarize responses to several questions.

SUMMARY FINDINGS:

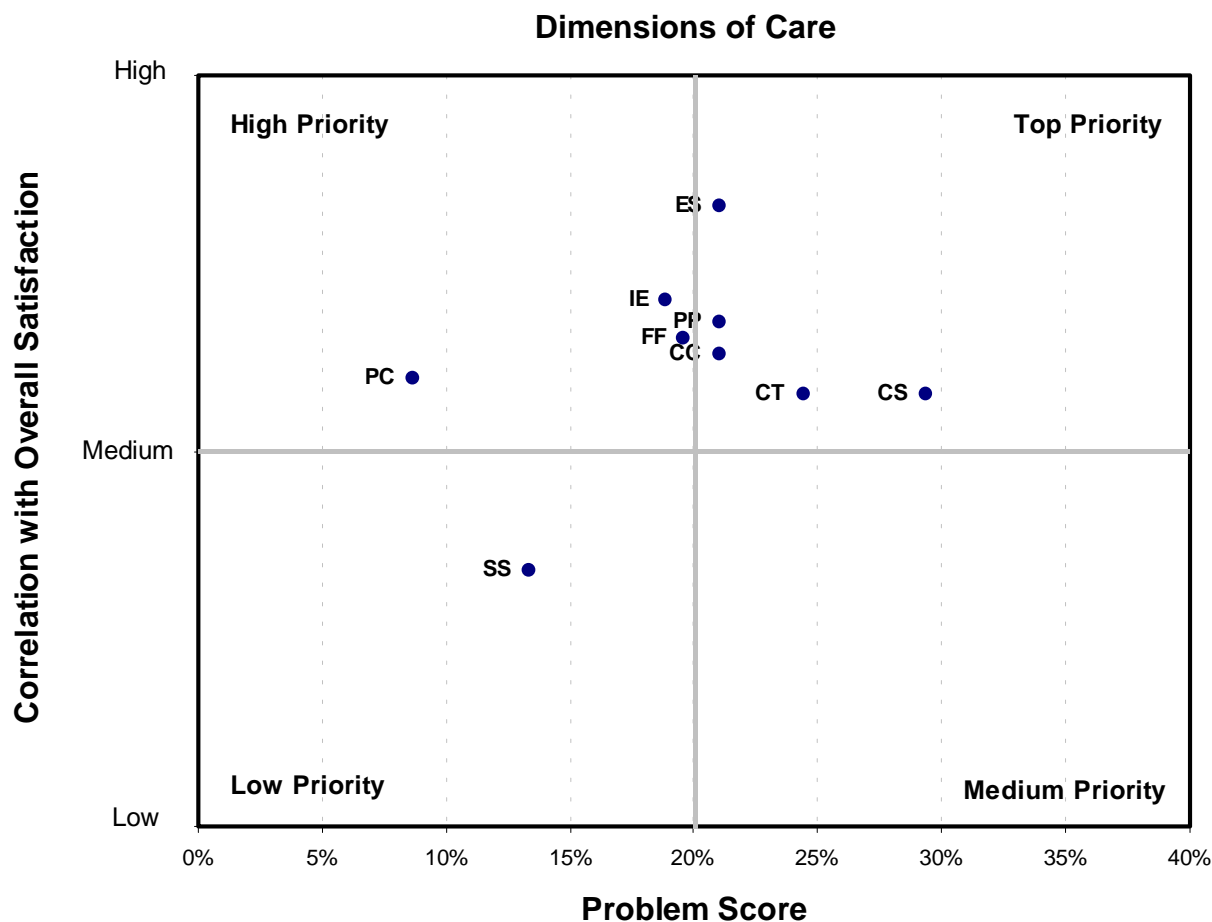
Overall Satisfaction	MHS Overall	LLMC Overall	LLMC Medicine	LLMC Surgery	LLMC Childbirth
Overall Rating (Percent Excellent)	45.5%	49.4%	44.8%	57.3%	42.7%
Would definitely recommend	59.6%	71.9%	68.6%	80.9% *	61.5%

Dimensions	MHS Overall	LLMC Overall	LLMC Medicine	LLMC Surgery	LLMC Childbirth
All Dimensions Combined	20.5%	19.3%	19.5%	13.8% *	28.1% *
Respect for Patient Preferences	21.5%	21.0%	19.9%	16.7% *	29.9% *
Coordination of Care	20.7%	21.0%	21.8%	15.1% *	29.9% *
Information and Education	21.7%	18.9% *	23.2%	12.9% *	22.6%
Physical Comfort	10.4%	8.6%	7.1% *	6.6% *	14.2% *
Emotional Support	24.2%	21.0% *	21.3%	15.7% *	29.8% *
Involvement of Family and Friends	21.3%	19.5%	18.0%	12.7% *	33.3% *
Continuity and Transition	23.3%	24.4%	25.3%	17.2% *	35.5% *
Surgery-Specific	15.1%	13.3%		13.3%	
Childbirth-Specific	28.1%	29.3%			29.3%

* Statistically significantly different from MHS Overall Average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Executive Summary - Adult Inpatient Survey



PP = Respect for Patient Preferences
 CC = Coordination of Care
 IE = Information and Education
 PC = Physical Comfort
 ES = Emotional Support
 FF = Involvement of Family and Friends
 CT = Continuity and Transition
 SS = Surgery-Specific
 CS = Childbirth-Specific

Top Priority: score $\geq 20\%$ and corr. ≥ 0.4
 High Priority: score $< 20\%$ and corr. ≥ 0.4
 Medium Priority: score $\geq 20\%$ and corr. < 0.4
 Low Priority: score $< 20\%$ and corr. < 0.4

Patients discharged: July 1, 2001 - September 30, 2001

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Key Strengths

	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Physical Comfort	8.6%	488	0.479
<i>Information and Education</i>			
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	6.4%	488	0.313
<i>Physical Comfort</i>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.8%	488	0.182
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.9%	488	0.151
Q37/40. Overall, how much pain medicine did you get?	6.1%	488	0.363
<i>Emotional Support</i>			
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	6.8%	488	0.068
<i>Involvement of Family and Friends</i>			
* Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	7.8%	488	0.424
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	3.3%	180	0.058
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	8.9%	180	0.185

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Key Strengths

	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
Overall Impression			
Q7/4. How would you rate the courtesy of the staff who admitted you?	3.5%	488	0.340
Q13/10. How would you rate the courtesy of your doctors?	4.1%	488	0.348
* Q14/11. How would you rate the availability of your doctors?	9.8%	488	0.427
Q19/16. How would you rate the courtesy of your nurses?	5.3%	488	0.346
* Q20/17. How would you rate the availability of your nurses?	8.4%	488	0.413
* Q50/49. How would you rate how well the doctors and nurses worked together?	4.5%	488	0.484
Q51/50. Overall, how would you rate the care you received at the hospital?	4.7%	488	--

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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Areas for Improvement

	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Respect for Patient Preferences	21.0%	488	0.538
* Coordination of Care	21.0%	488	0.503
* Emotional Support	21.0%	488	0.661
* Continuity and Transition	24.4%	488	0.462
* Childbirth-Specific	29.3%	117	0.460
<i>Respect for Patient Preferences</i>			
* Q22/19. Did you have enough say about your treatment?	36.3%	488	0.450
<i>Coordination of Care</i>			
Q4/1. How organized was the admission process?	20.5%	488	0.368
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	24.6%	488	0.275
Q29/26. Were your scheduled tests and procedures performed on time?	24.0%	488	0.382
<i>Information and Education</i>			
* Q3/- . While you were in the emergency room, did you get enough information about your medical condition and treatment?	26.2%	202	0.444
* Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	20.7%	488	0.410
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	24.8%	488	0.444
* Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	21.7%	488	0.411

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The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Areas for Improvement

	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Emotional Support</i>			
* Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	25.2%	488	0.461
* Q17/14. Did you have confidence and trust in the nurses treating you?	24.0%	488	0.502
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	34.4%	488	0.507
<i>Involvement of Family and Friends</i>			
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	25.2%	488	0.364
* Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	25.6%	488	0.446
<i>Continuity and Transition</i>			
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	26.9%	475	0.393
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	25.8%	488	0.387
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	29.9%	488	0.328
<i>Surgery-Specific</i>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	28.9%	180	0.222

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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Areas for Improvement

	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Childbirth-Specific</i>			
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	23.9%	117	0.373
Q-/31. Did you have enough say about your pain control during labor and delivery?	24.8%	117	0.293
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	23.1%	117	0.236
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	56.4%	117	0.236
Q-/41. Did you get enough information about caring for the baby?	29.1%	117	0.344
<i>Overall Impression</i>			
* Q52/51. Would you recommend this hospital to your friends and family?	22.5%	488	0.585

Patients discharged: July 2001 - September 2001

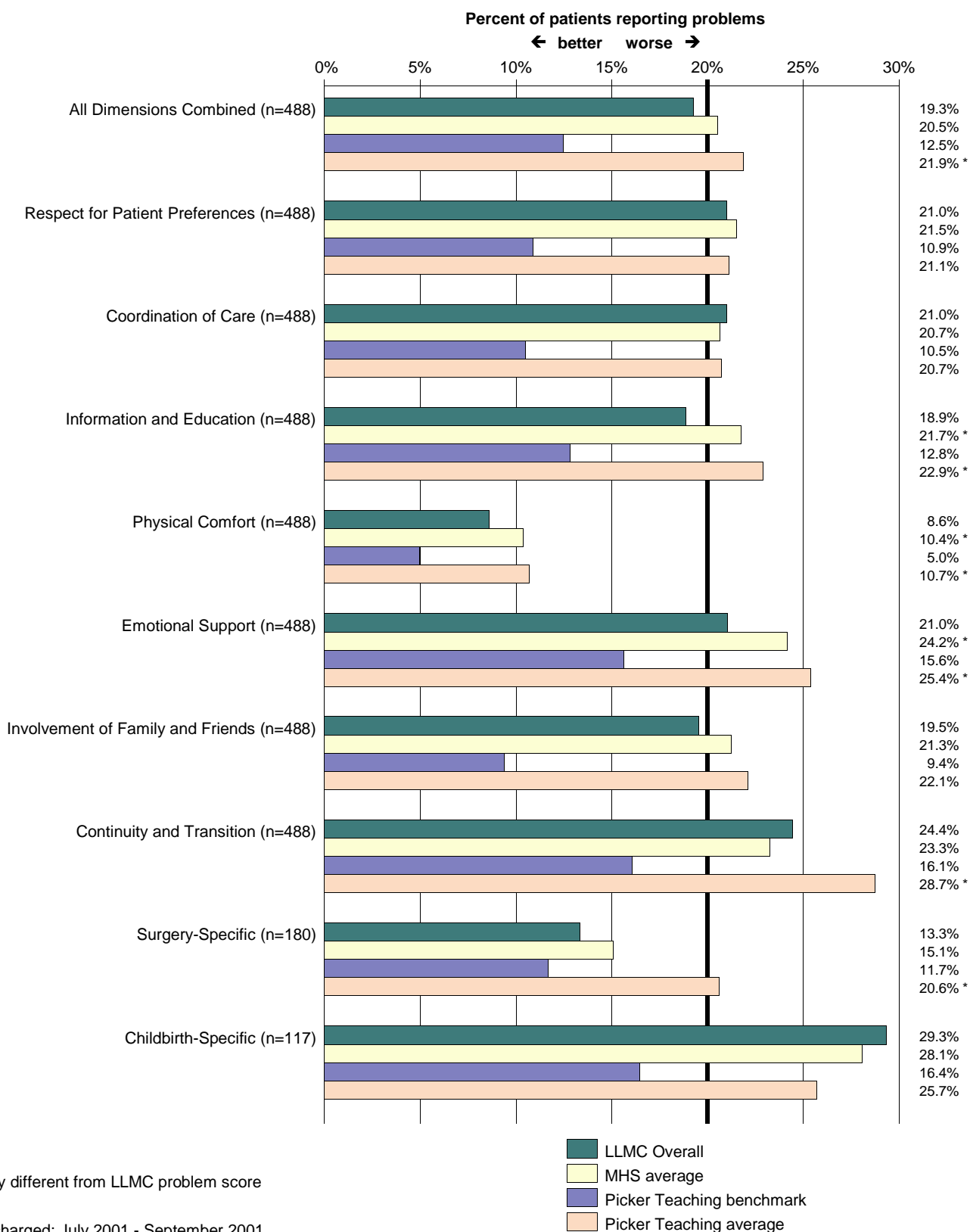
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Dimensions

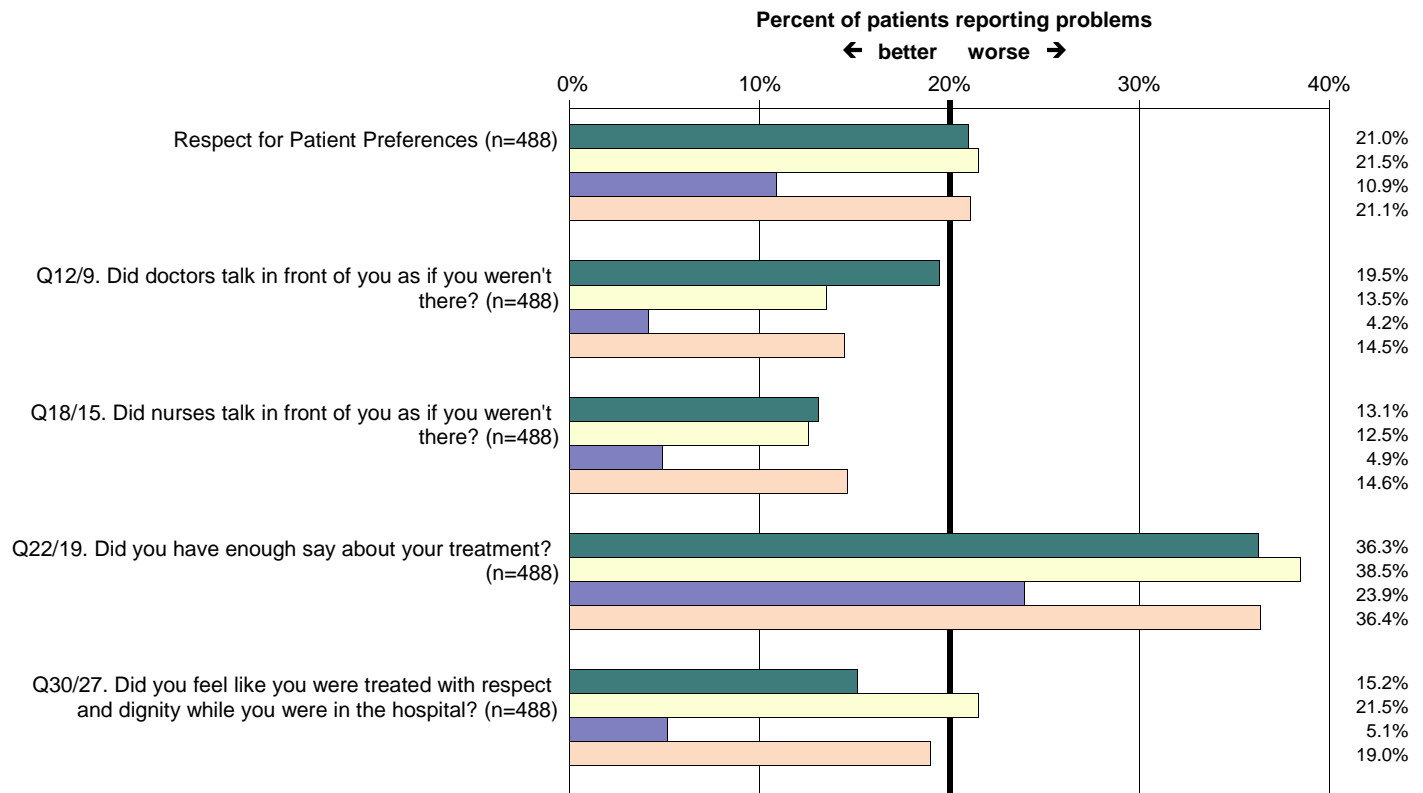


Patients discharged: July 2001 - September 2001

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Respect for Patient Preferences



* Significantly different from LLMC problem score

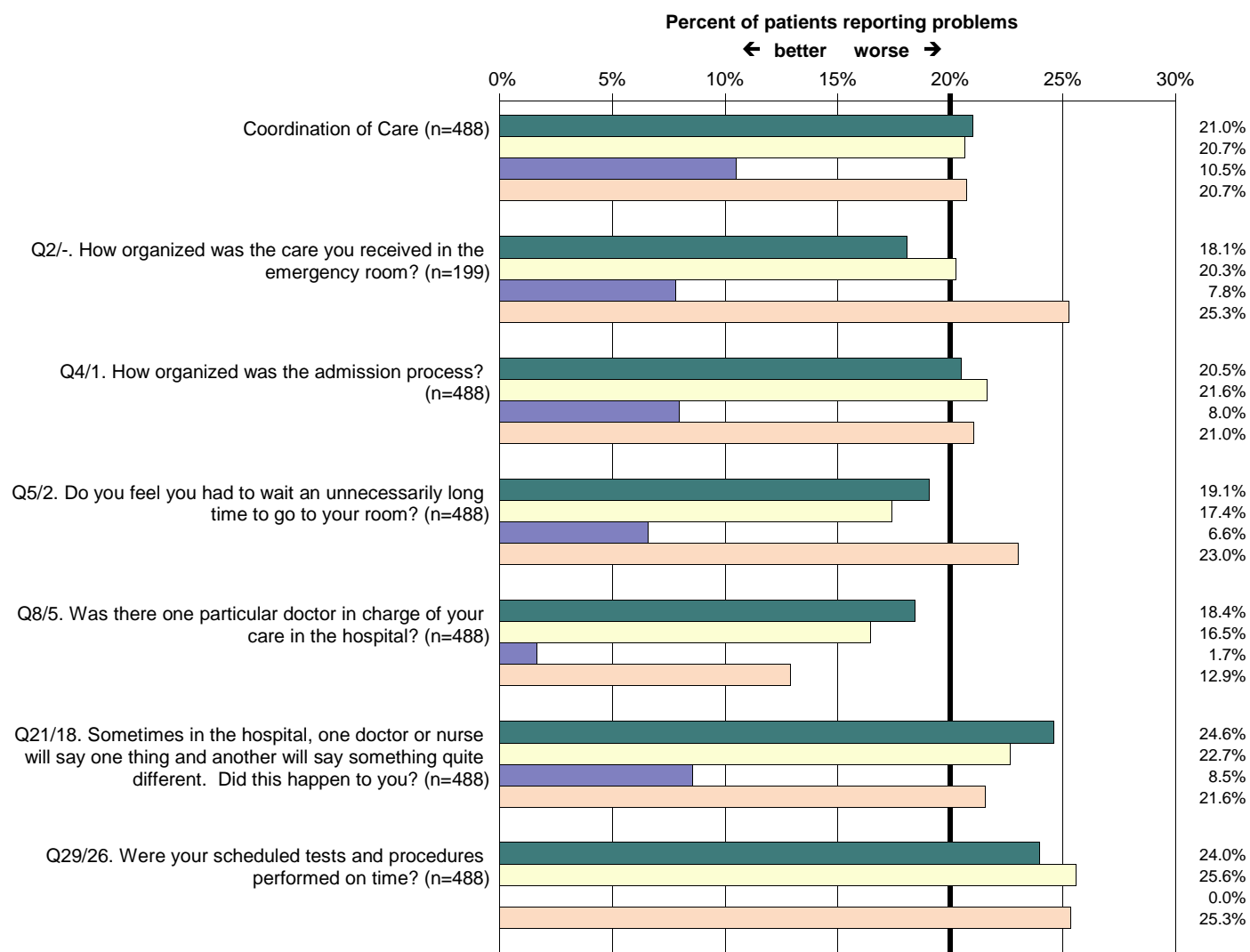
Patients discharged: July 2001 - September 2001

LLMC Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Coordination of Care



* Significantly different from LLMC problem score

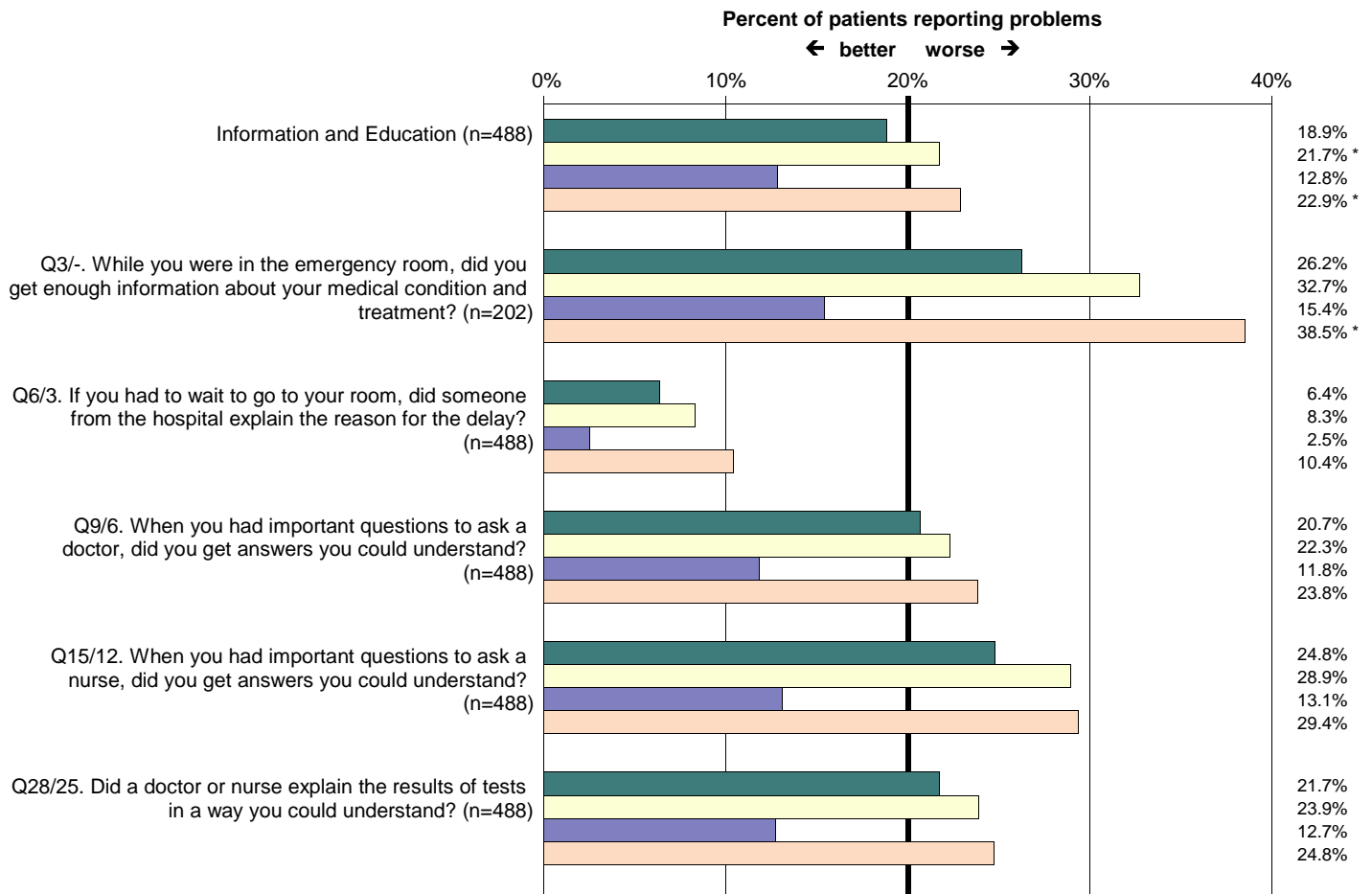
Patients discharged: July 2001 - September 2001

LLMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Information and Education



* Significantly different from LLMC problem score

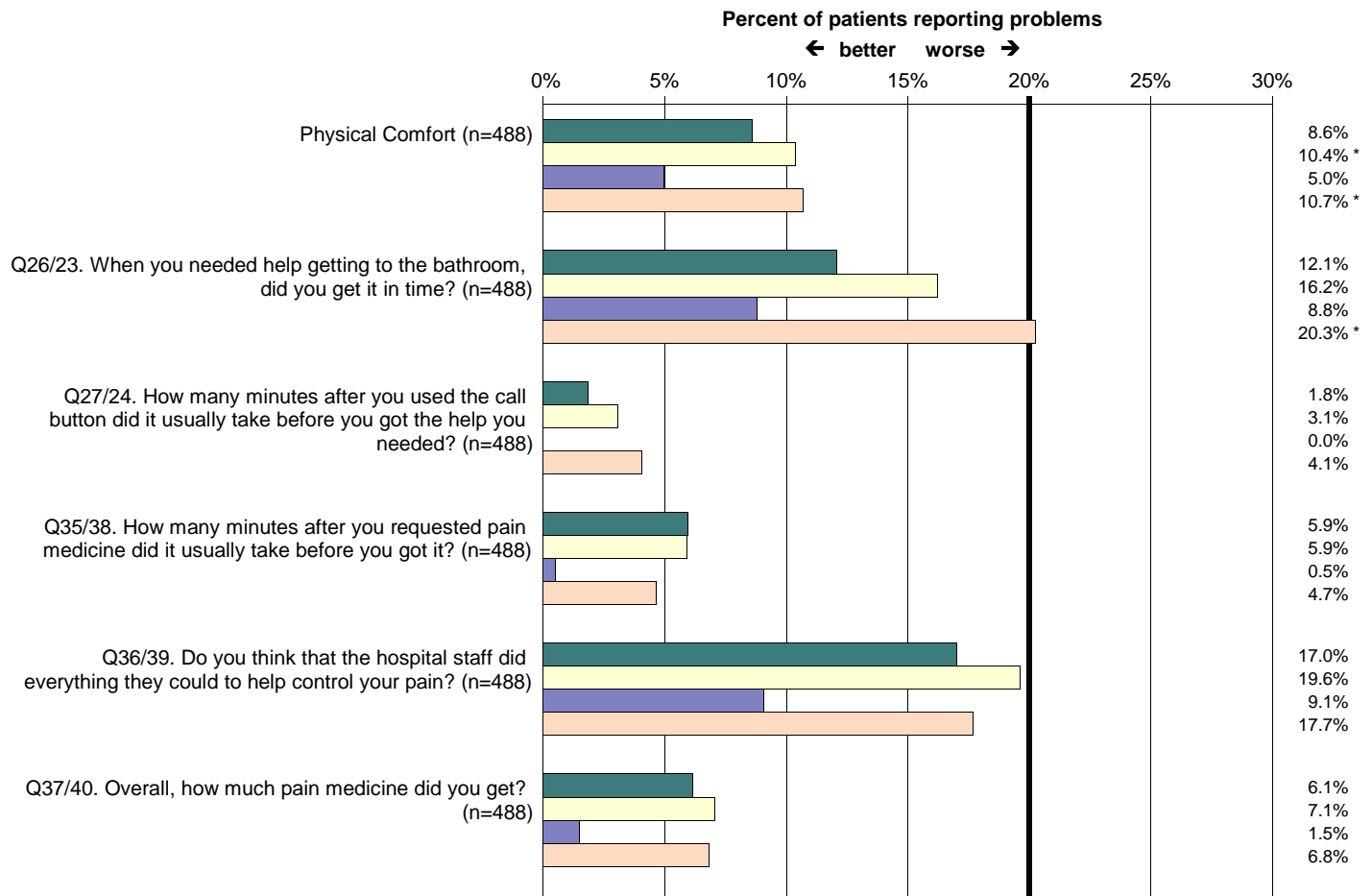
Patients discharged: July 2001 - September 2001

■ LLMC Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Physical Comfort



* Significantly different from LLMC problem score

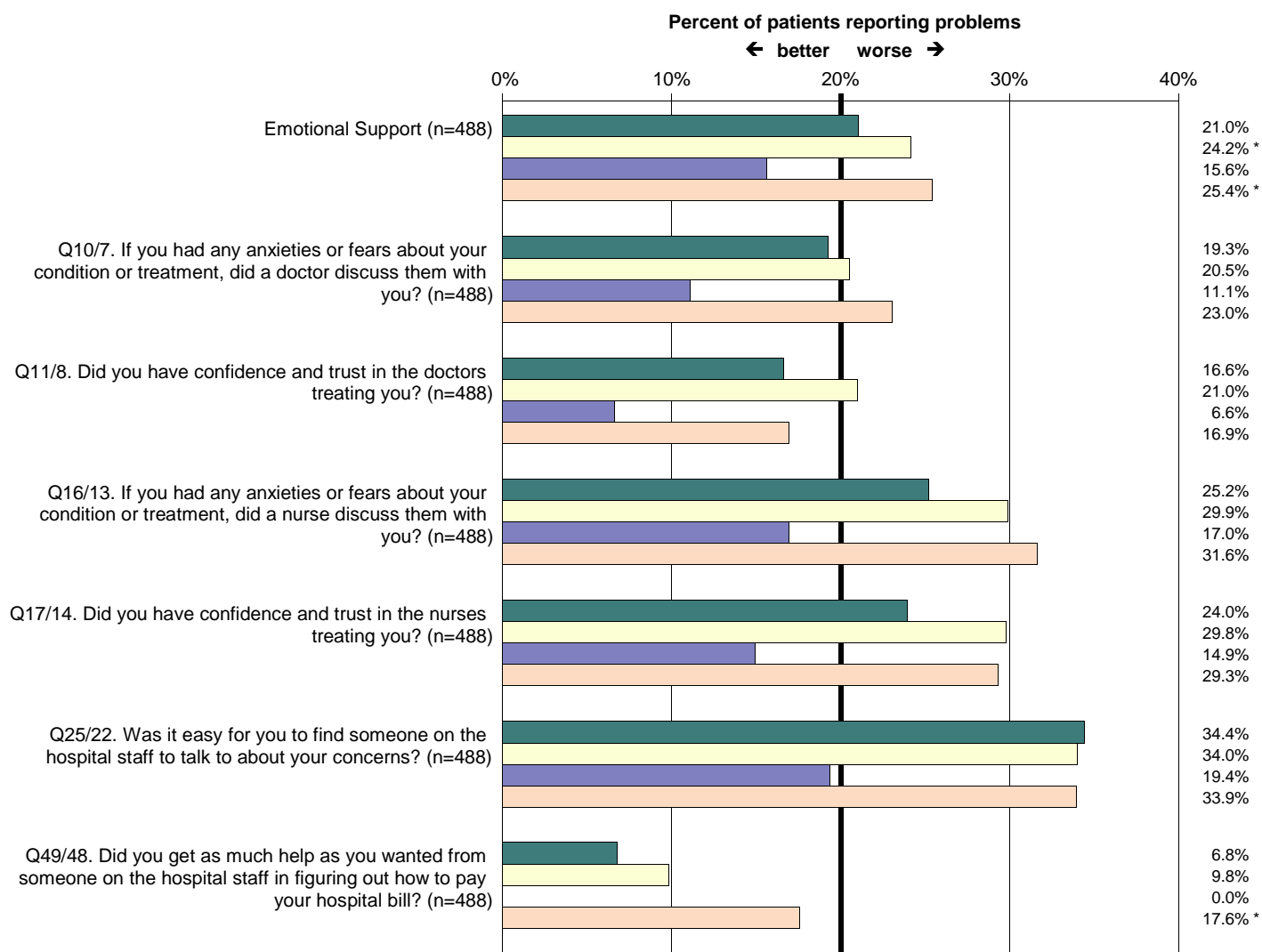
Patients discharged: July 2001 - September 2001

LLMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Emotional Support



* Significantly different from LLMC problem score

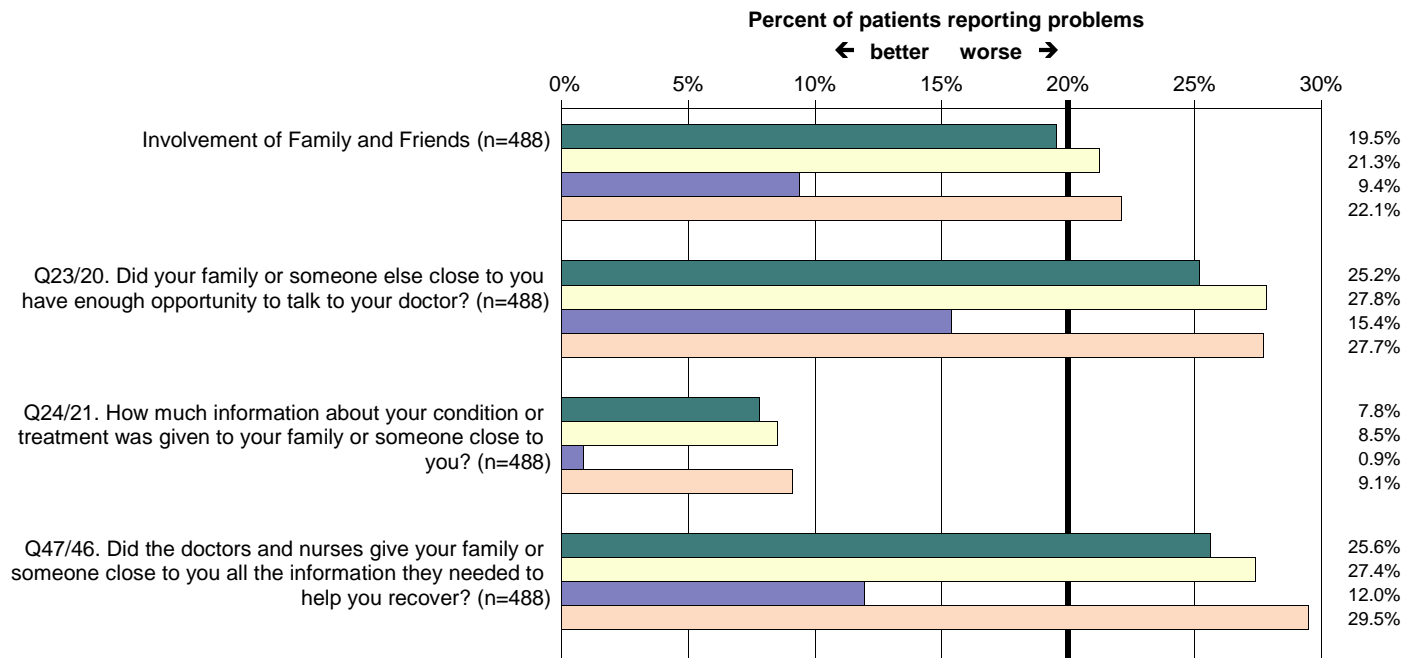
Patients discharged: July 2001 - September 2001

LLMC Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Involvement of Family and Friends



* Significantly different from LLMC problem score

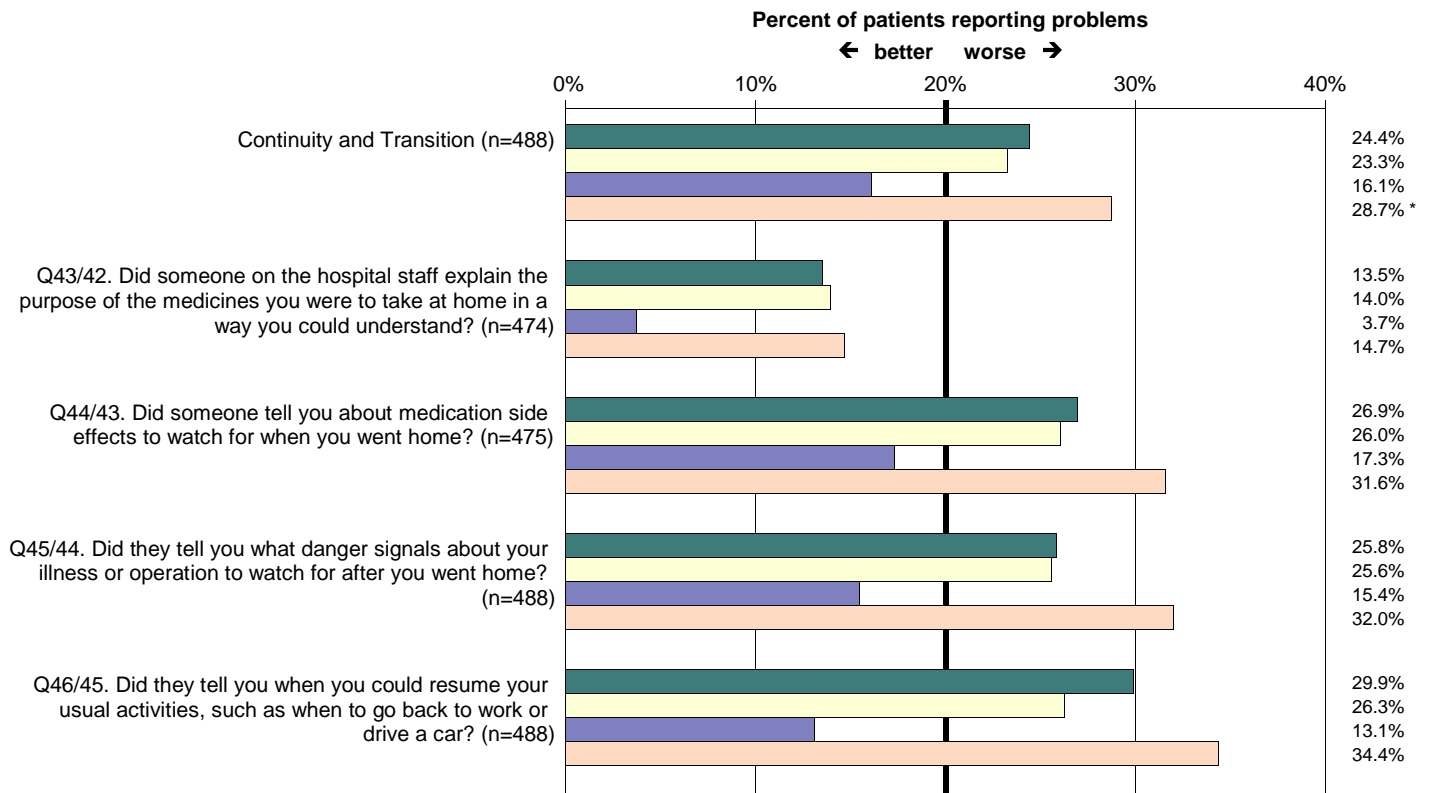
Patients discharged: July 2001 - September 2001

LLMC Overall
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Continuity and Transition



* Significantly different from LLMC problem score

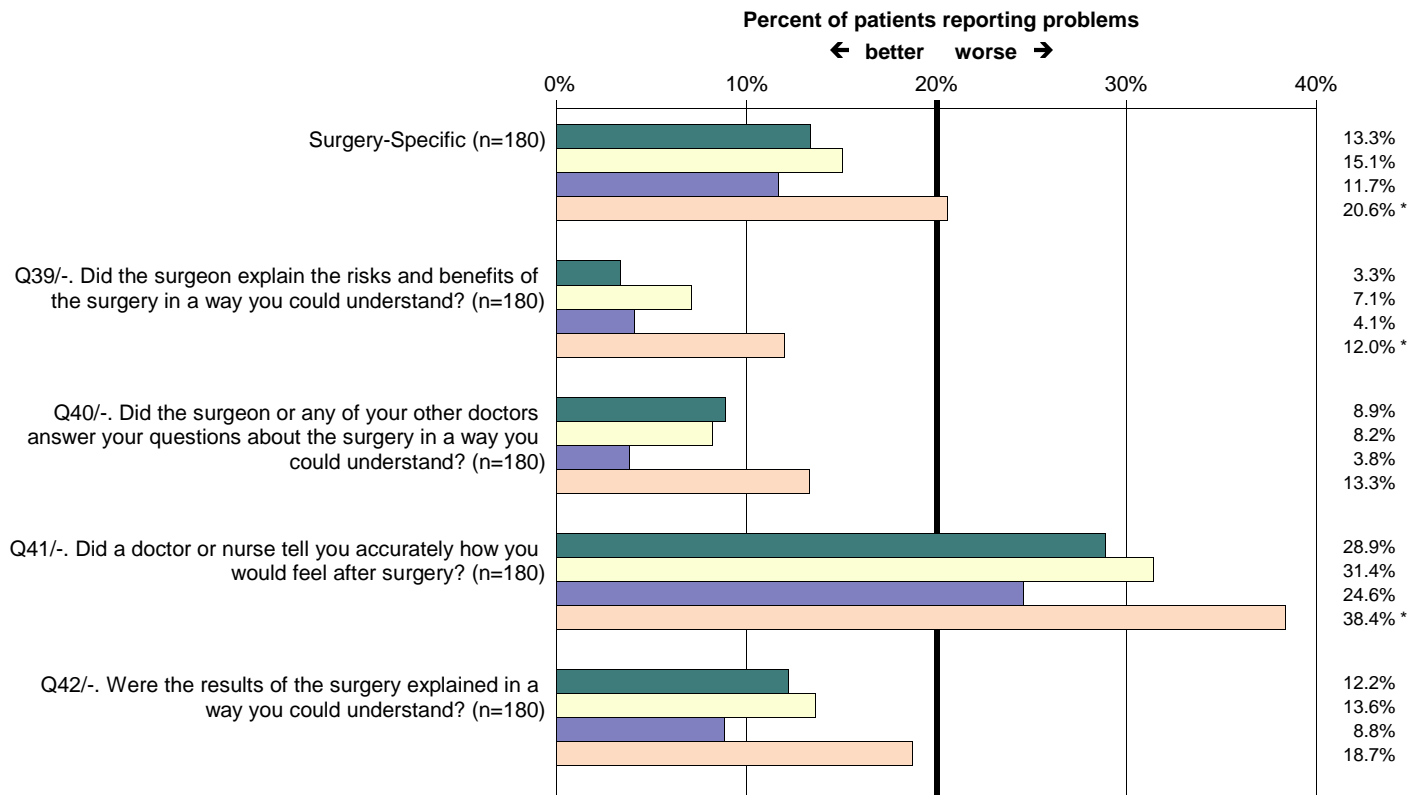
Patients discharged: July 2001 - September 2001

■ LLMC Overall
 ■ MHS average
 ■ Picker Teaching benchmark
 ■ Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Surgery-Specific



* Significantly different from LLMC problem score

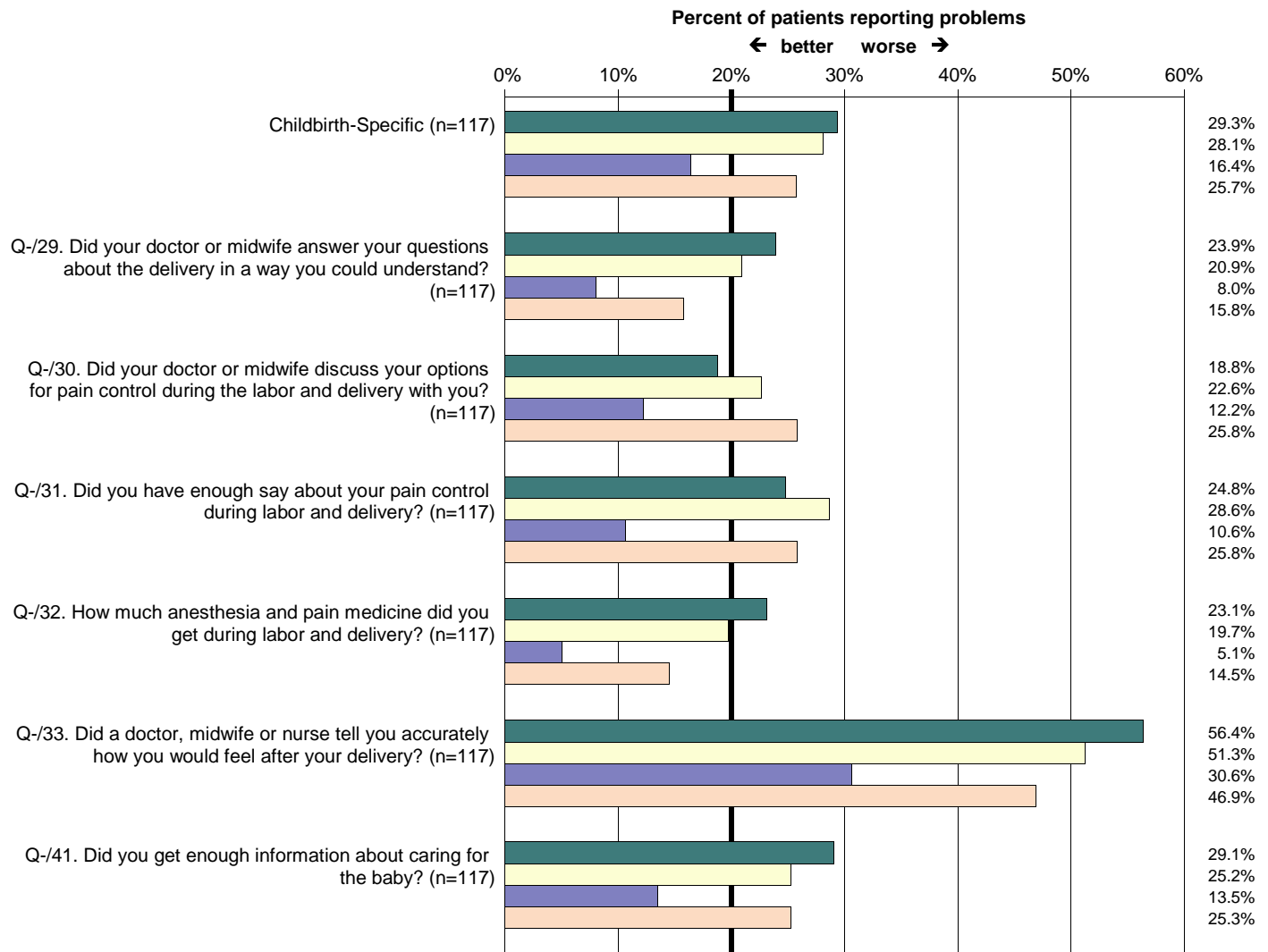
Patients discharged: July 2001 - September 2001

LLMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific



* Significantly different from LLMC problem score

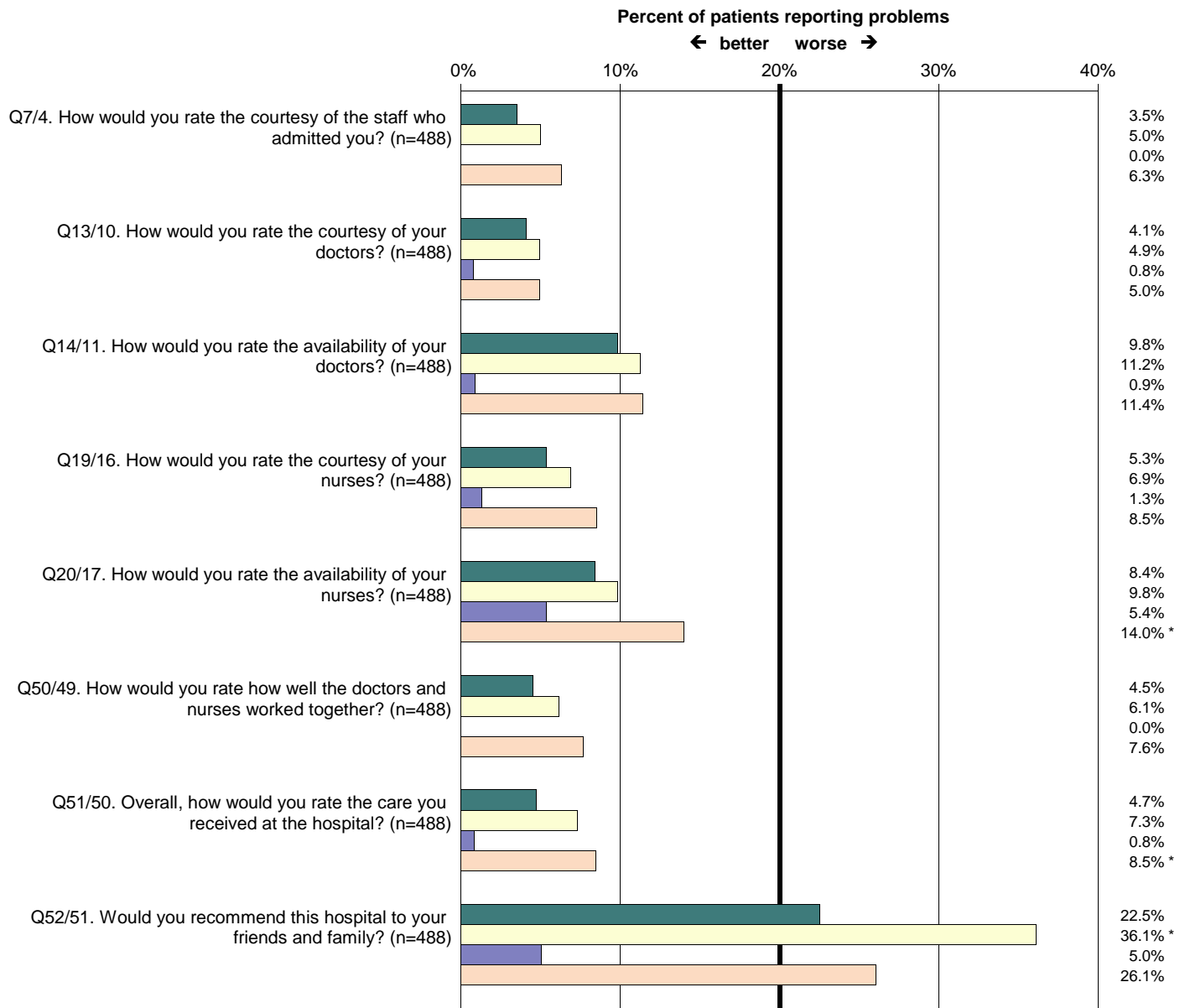
Patients discharged: July 2001 - September 2001

LLMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Overall Impression



* Significantly different from LLMC problem score

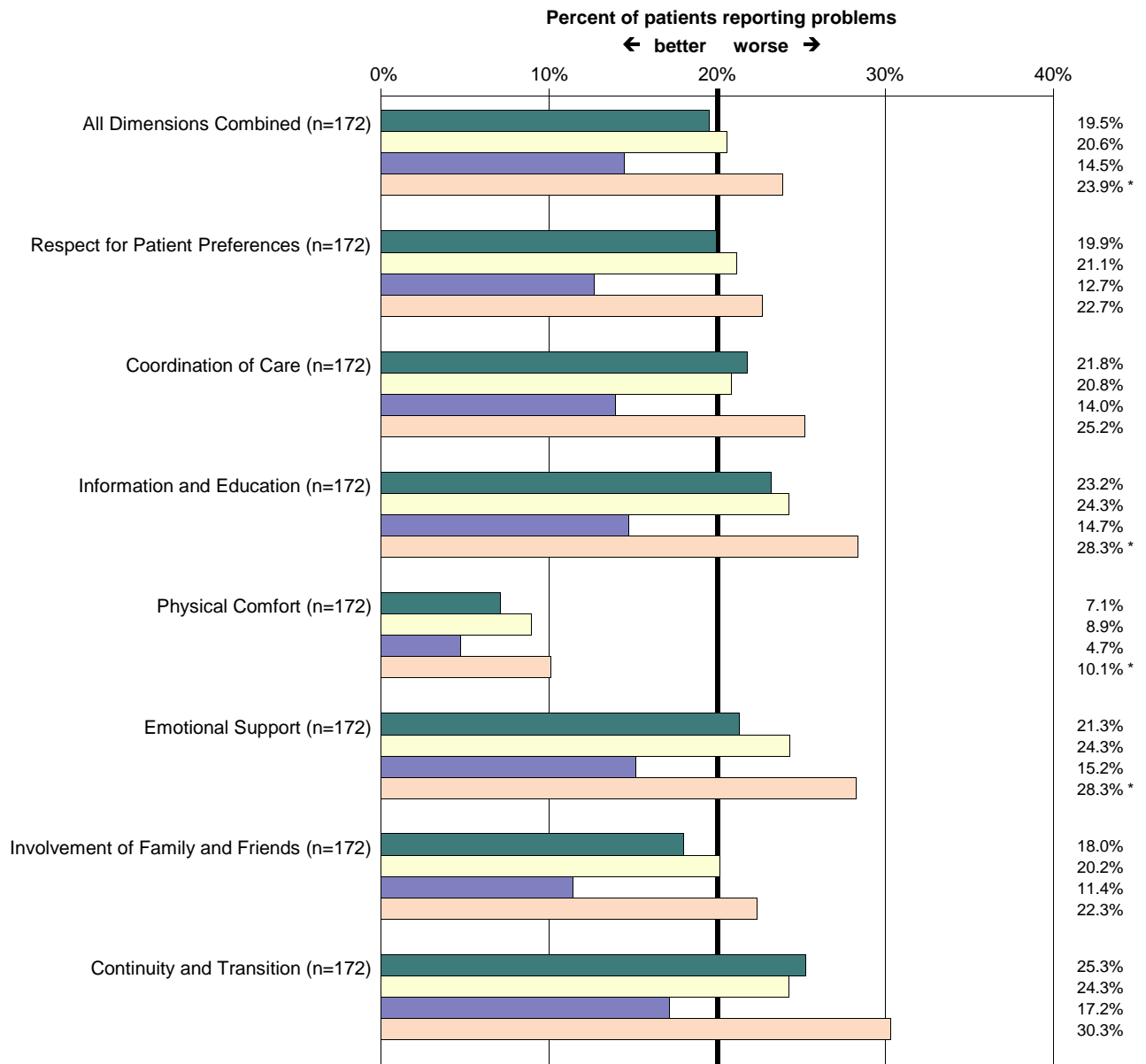
Patients discharged: July 2001 - September 2001

LLMC Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Dimensions



* Significantly different from LLMC problem score

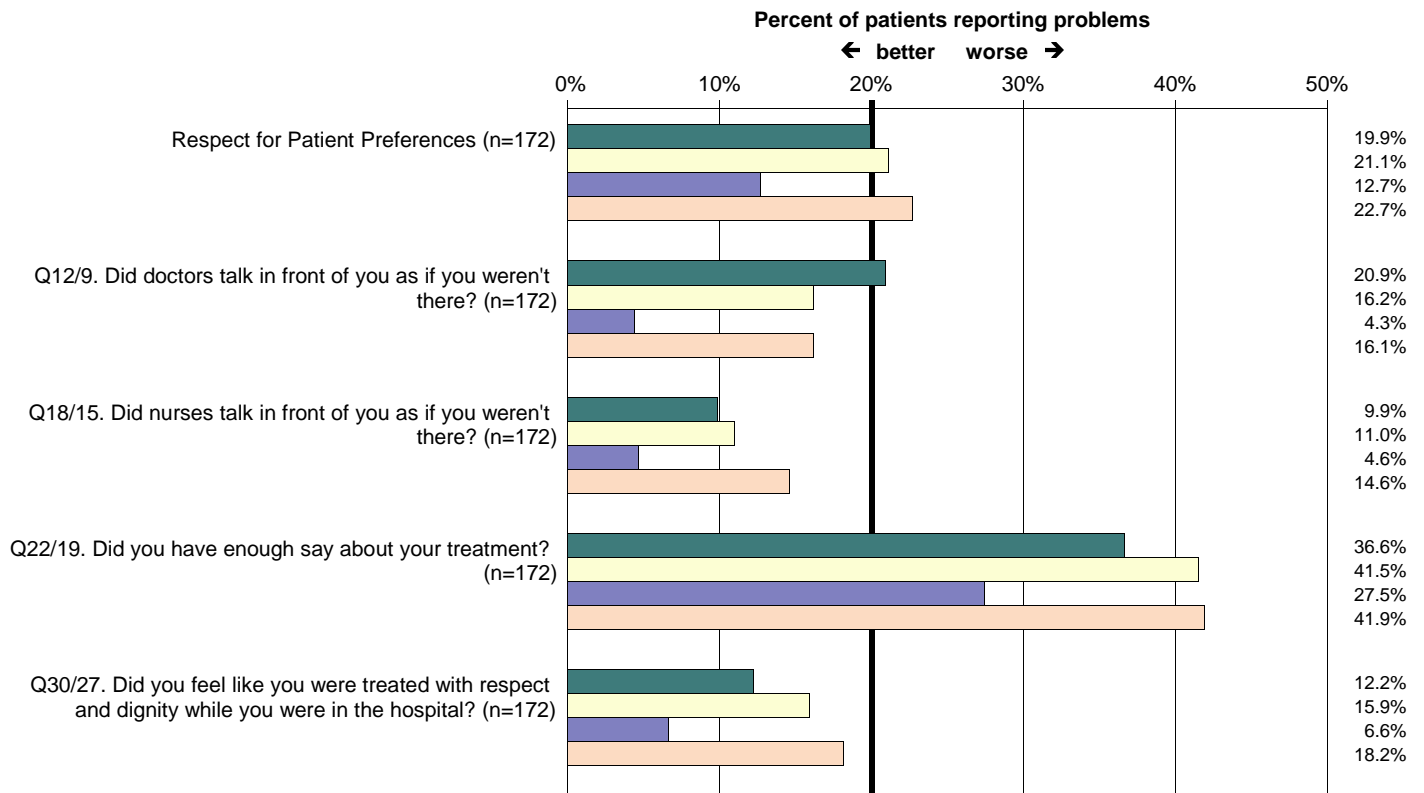
Patients discharged: July 2001 - September 2001

LLMC Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Respect for Patient Preferences



* Significantly different from LLMC problem score

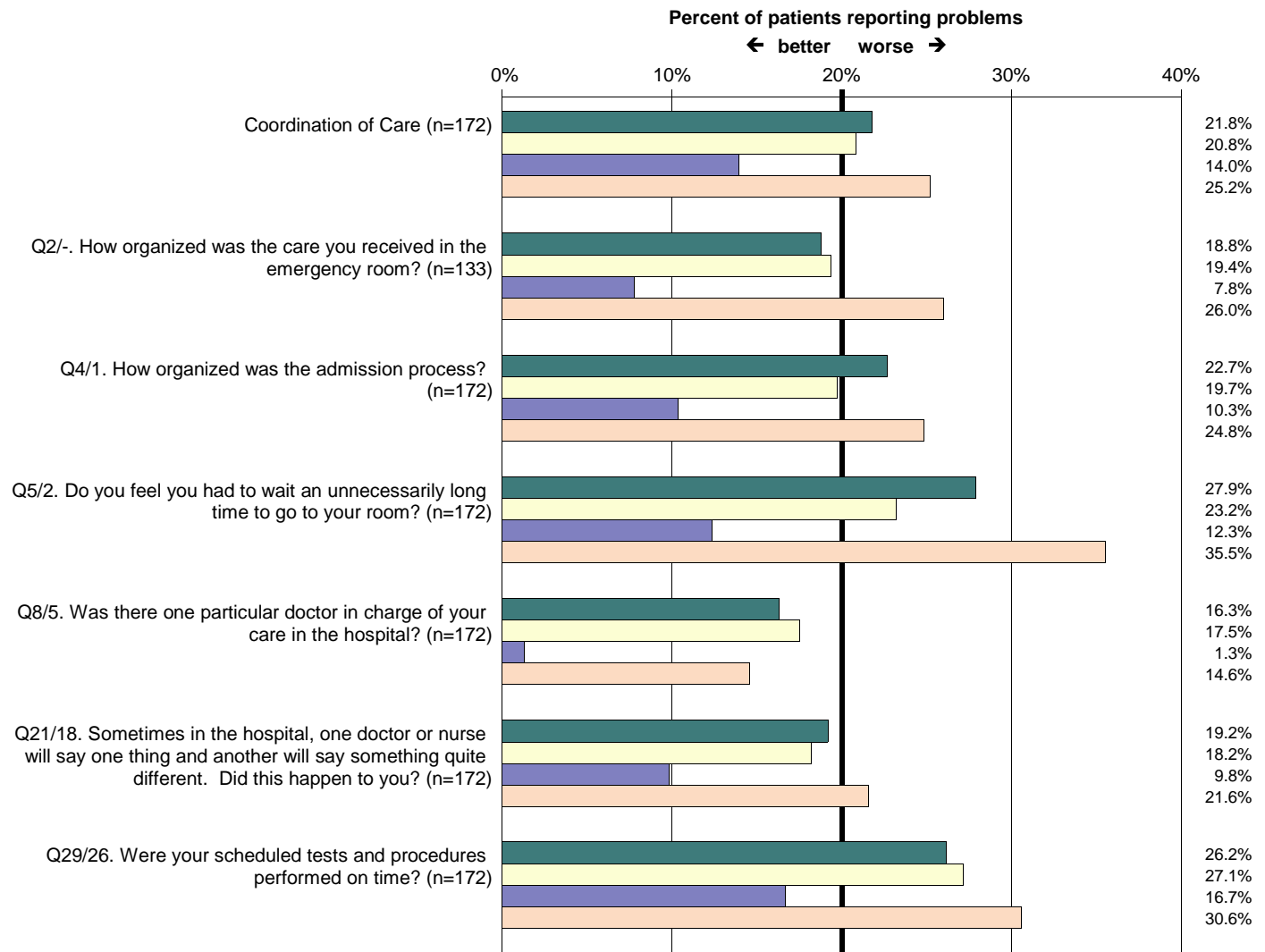
Patients discharged: July 2001 - September 2001

LLMC Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Coordination of Care



* Significantly different from LLMC problem score

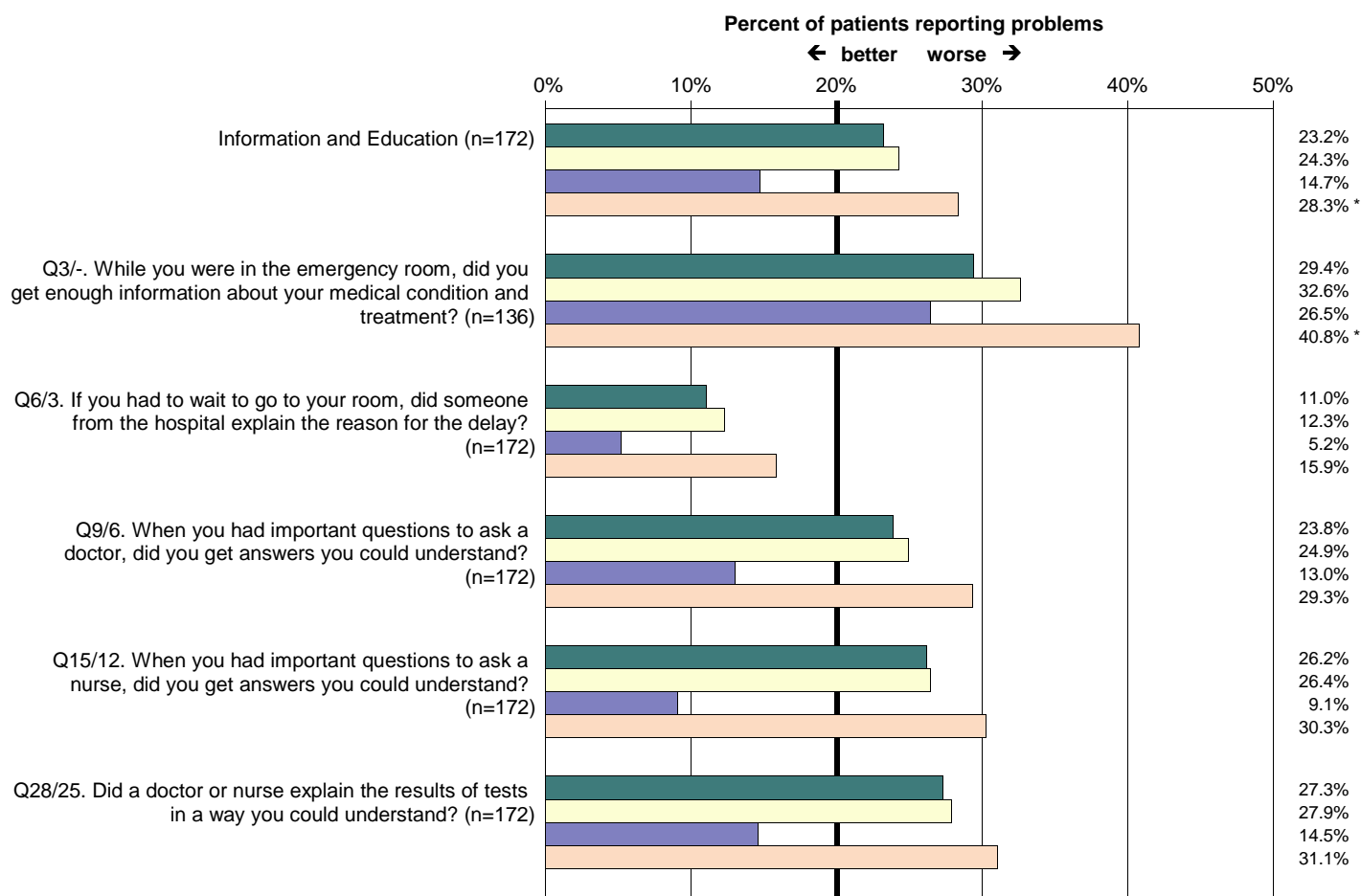
Patients discharged: July 2001 - September 2001

LLMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Information and Education



* Significantly different from LLMC problem score

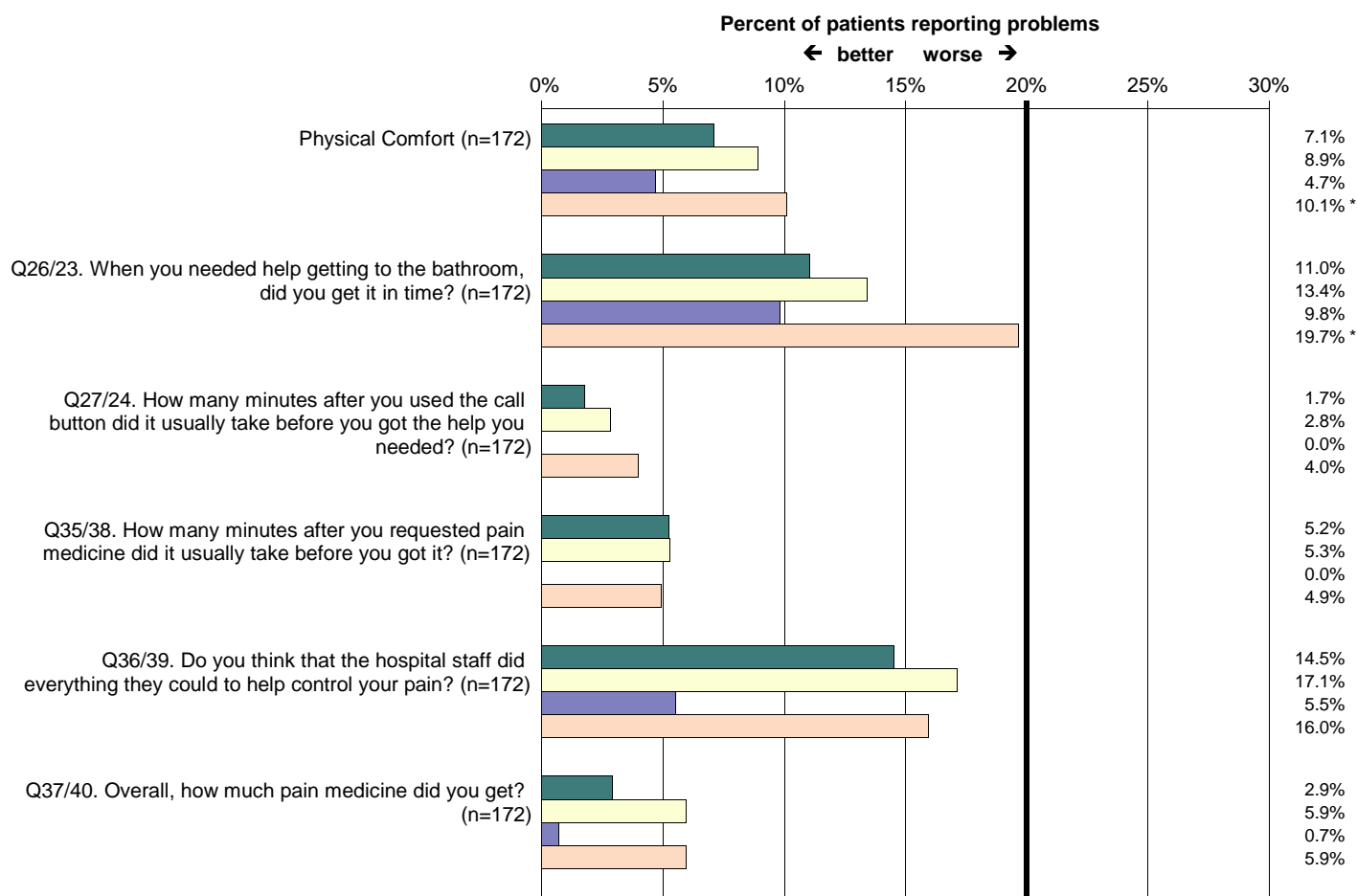
Patients discharged: July 2001 - September 2001

LLMC Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Physical Comfort



* Significantly different from LLMC problem score

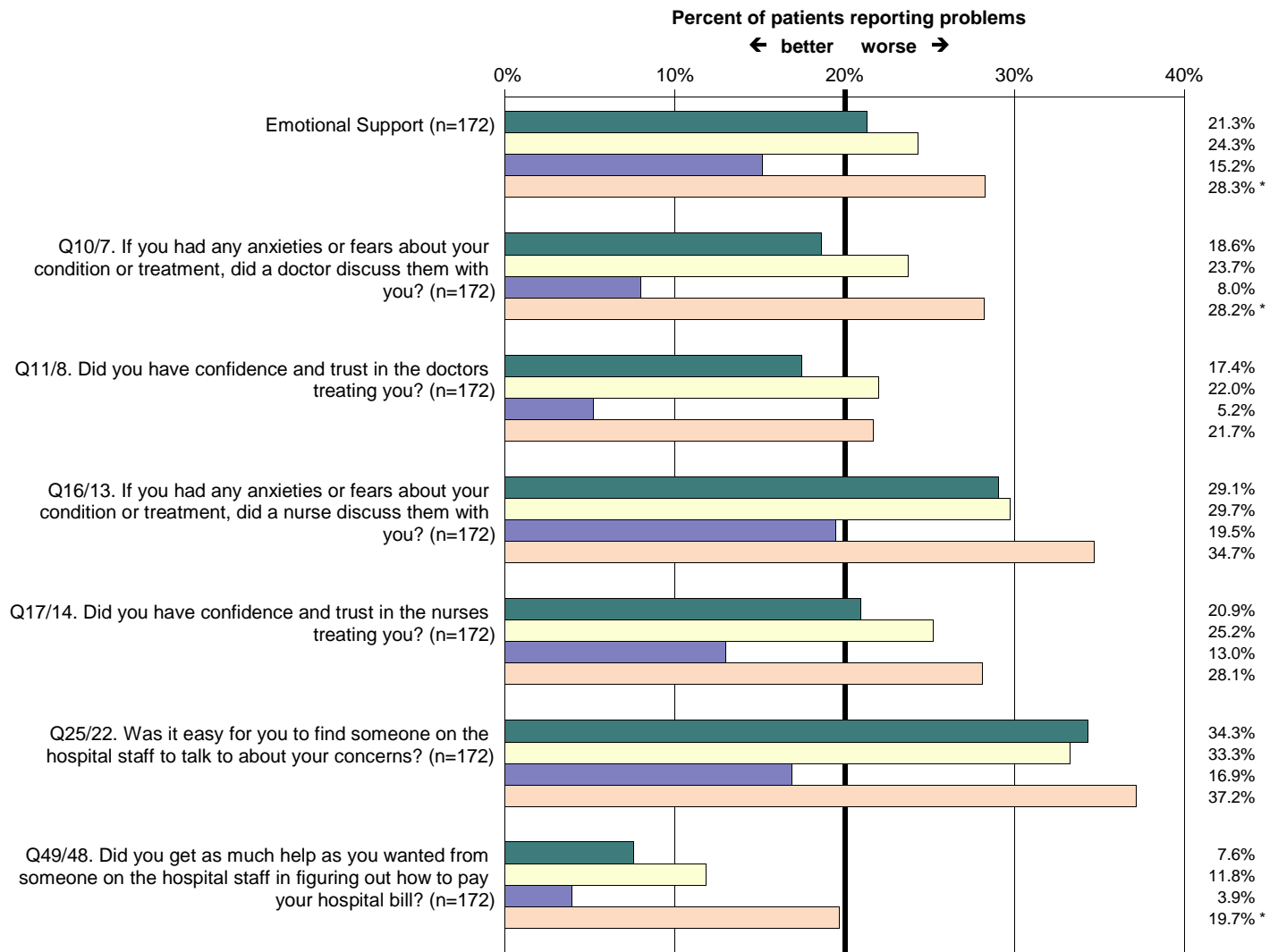
Patients discharged: July 2001 - September 2001

LLMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Emotional Support



* Significantly different from LLMC problem score

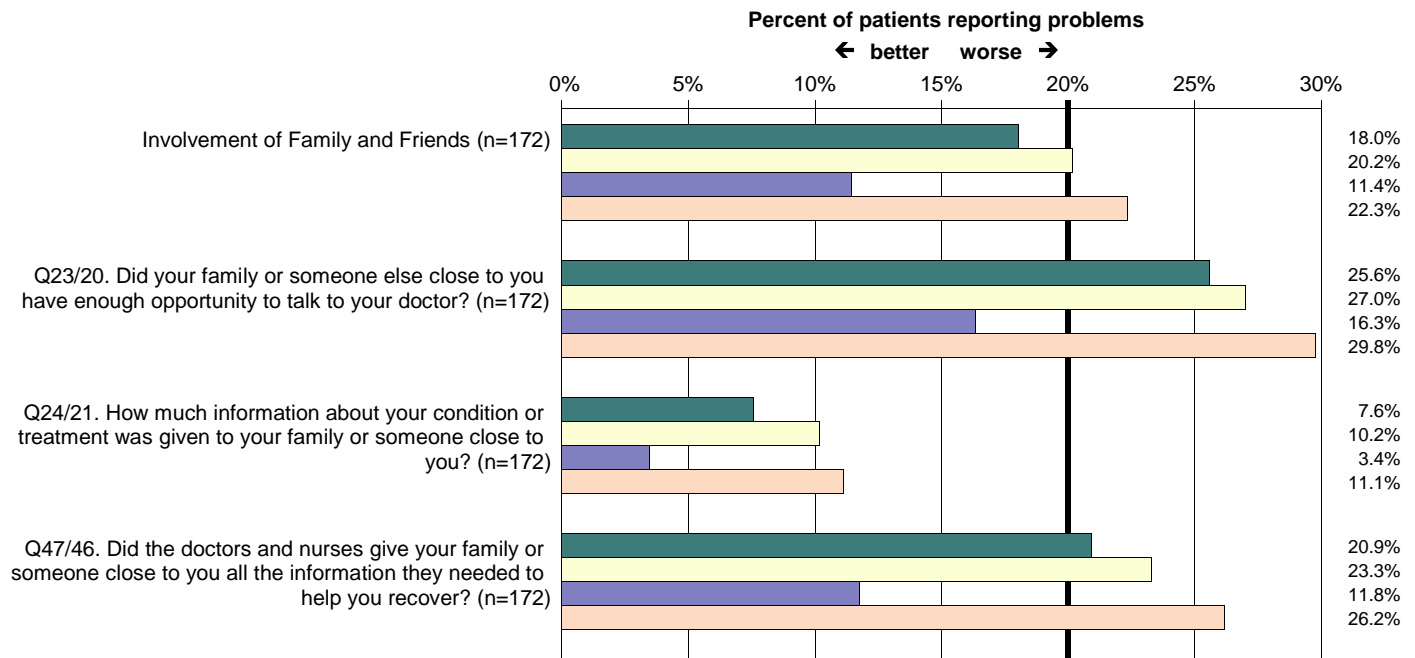
Patients discharged: July 2001 - September 2001

LLMC Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Involvement of Family and Friends



* Significantly different from LLMC problem score

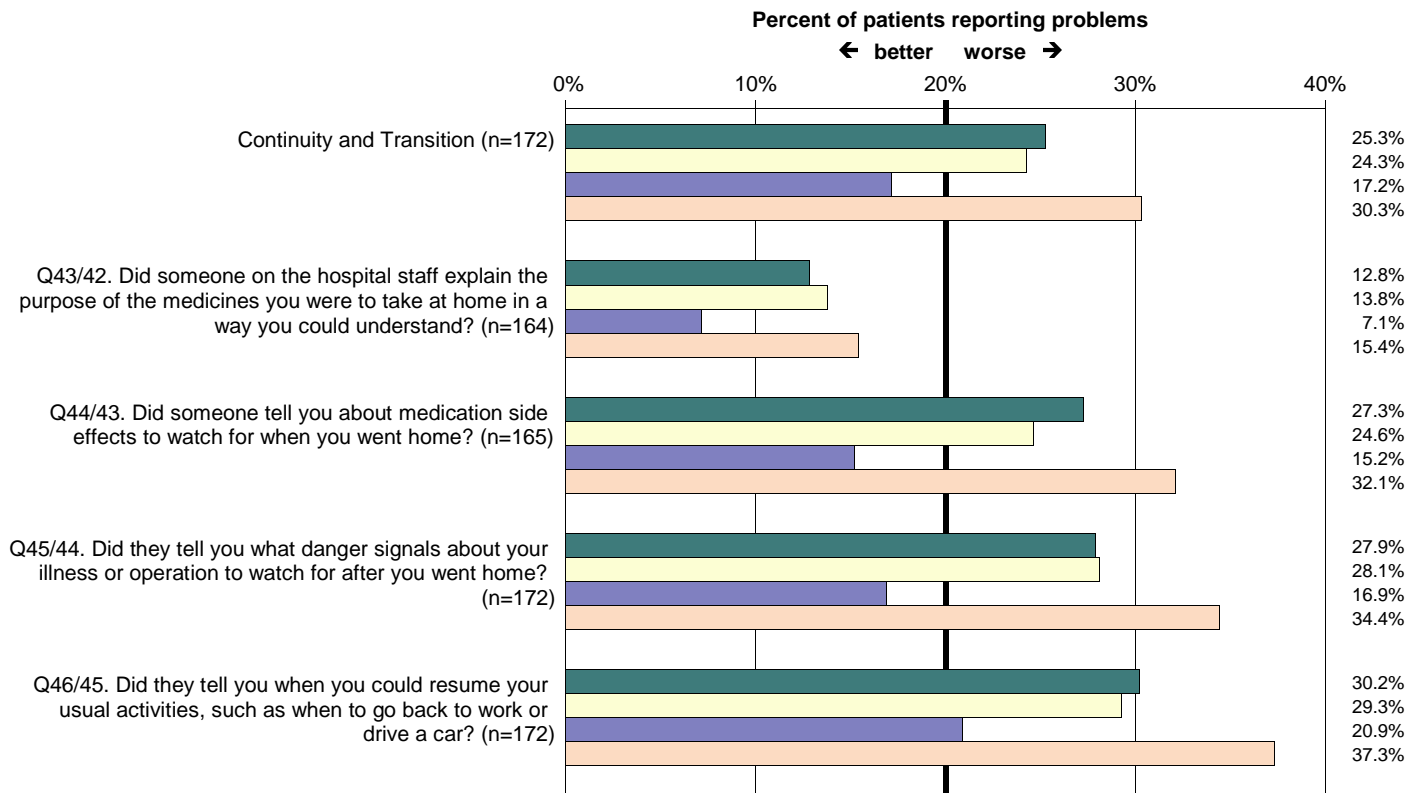
Patients discharged: July 2001 - September 2001

■ LLMC Medicine
 ■ MHS average
 ■ Picker Teaching benchmark
 ■ Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition



* Significantly different from LLMC problem score

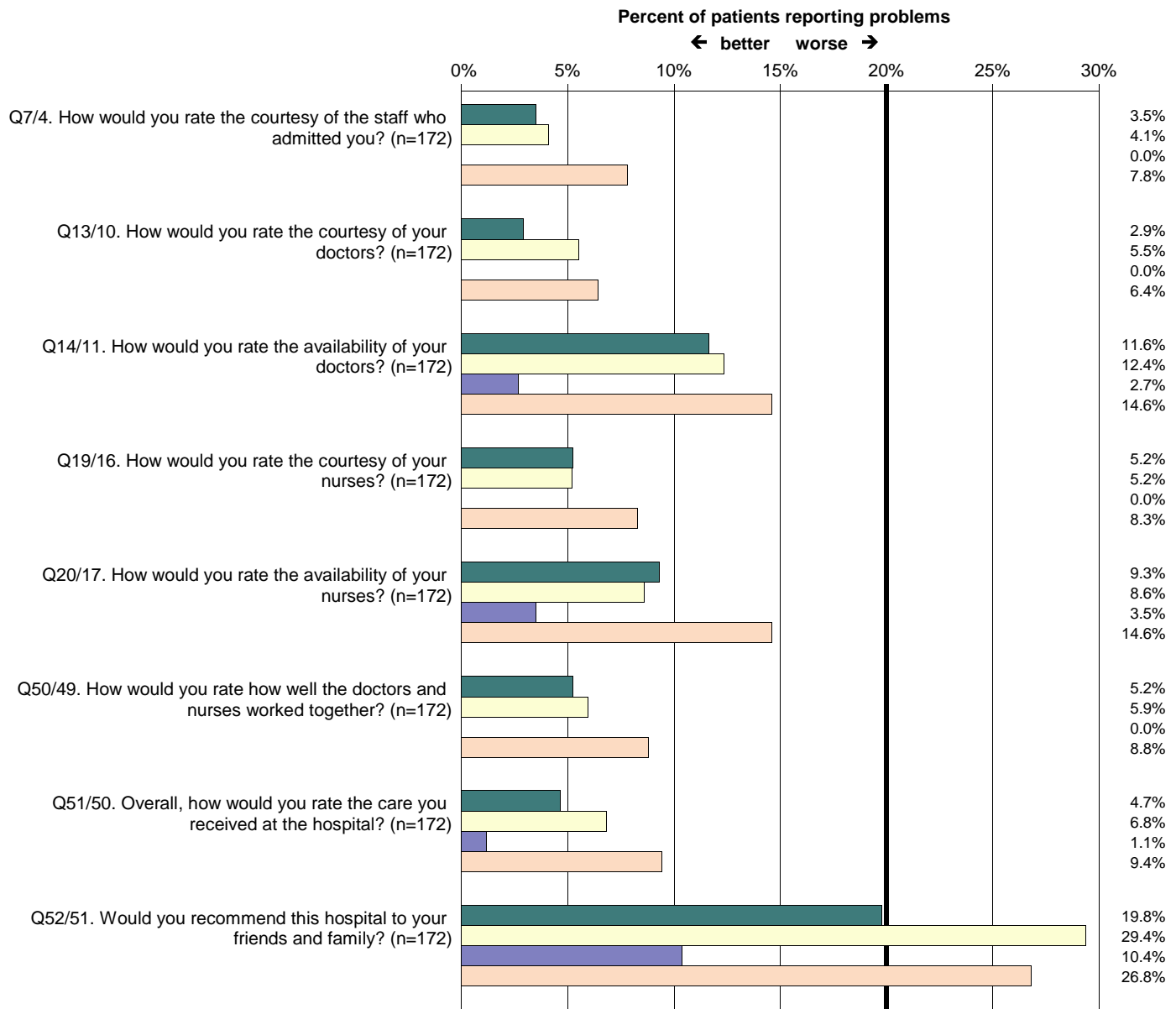
Patients discharged: July 2001 - September 2001

LLMC Medicine
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Overall Impression



* Significantly different from LLMC problem score

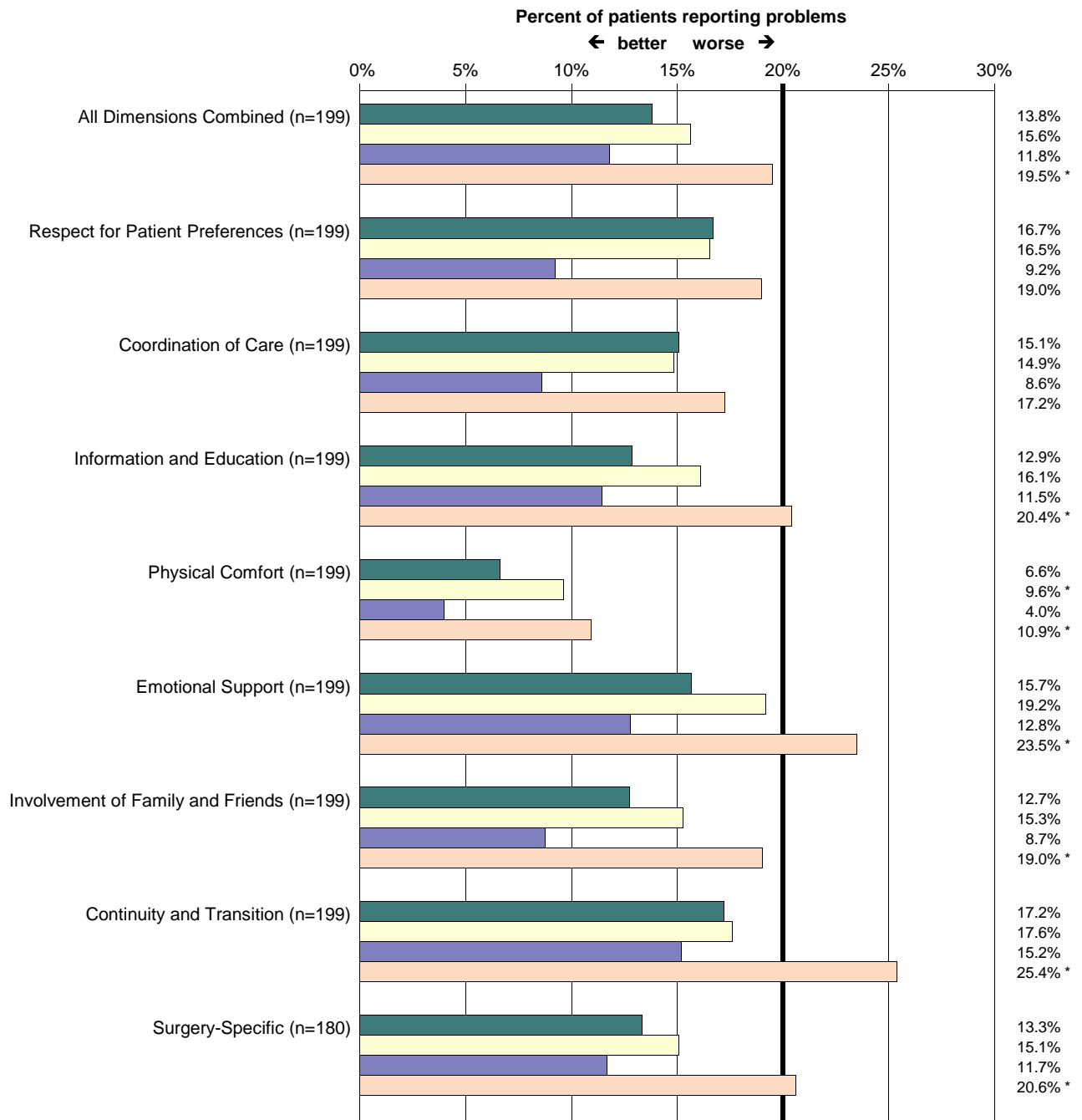
Patients discharged: July 2001 - September 2001

LLMC Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Dimensions



* Significantly different from LLMC problem score

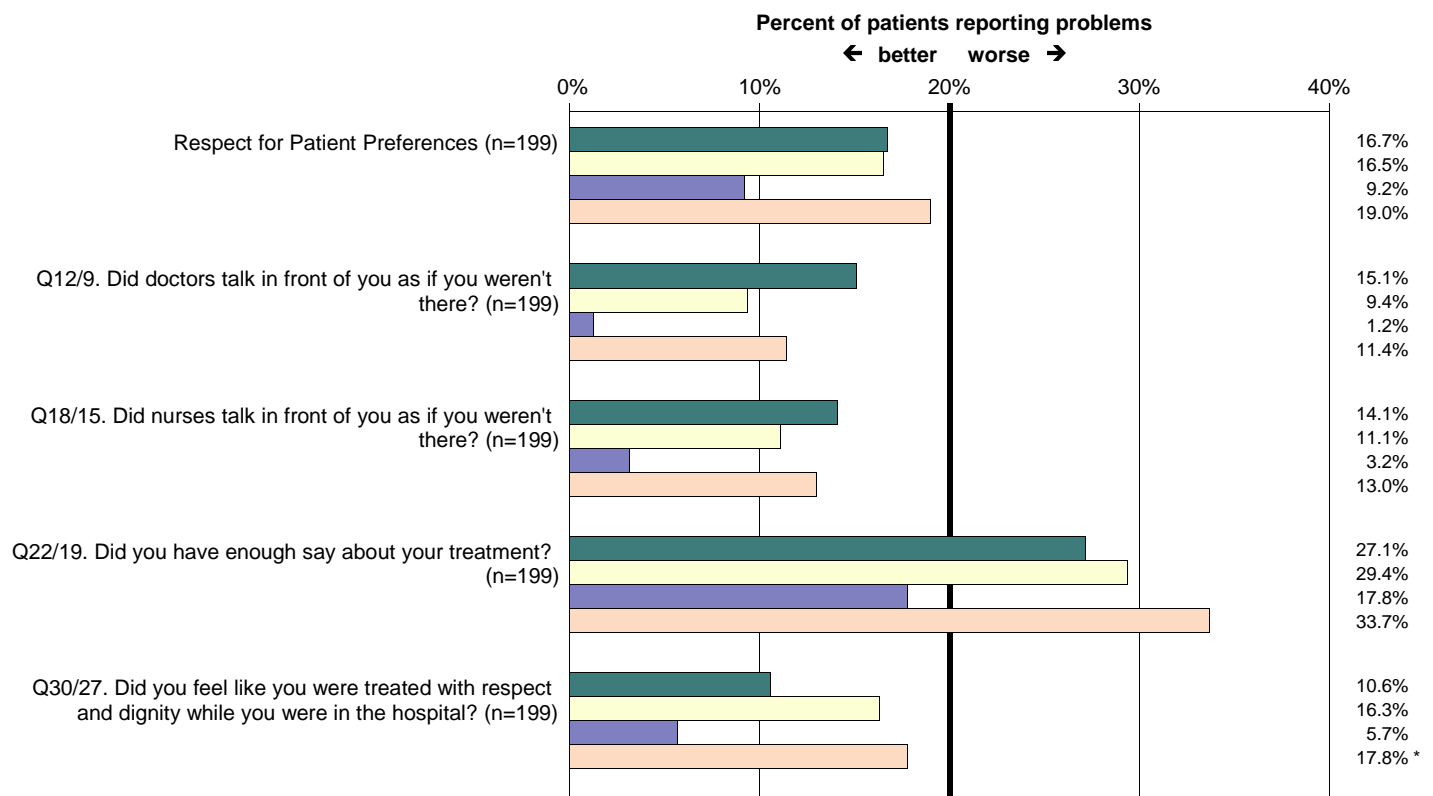
Patients discharged: July 2001 - September 2001

LLMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Respect for Patient Preferences



* Significantly different from LLMC problem score

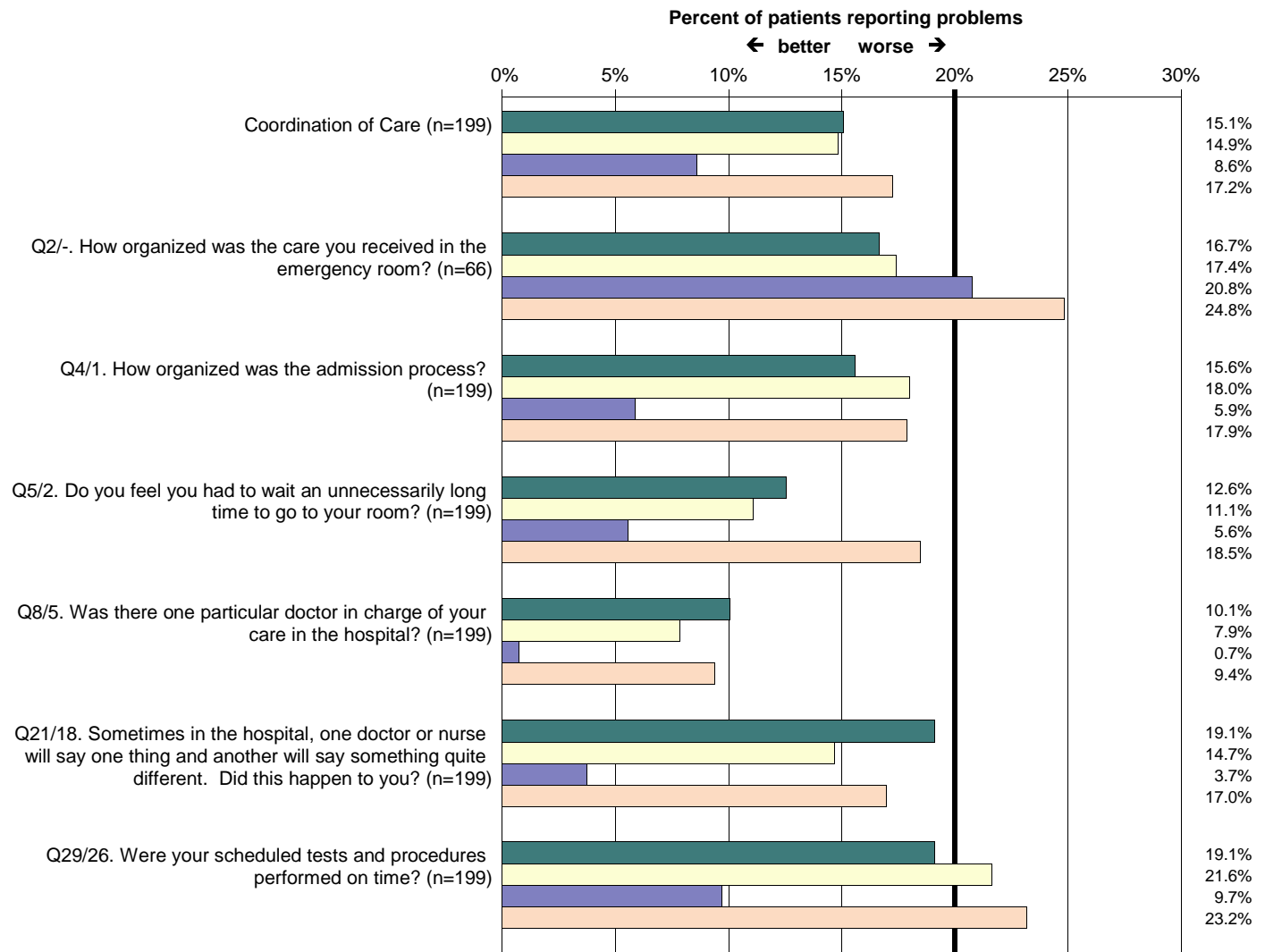
Patients discharged: July 2001 - September 2001

LLMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care



* Significantly different from LLMC problem score

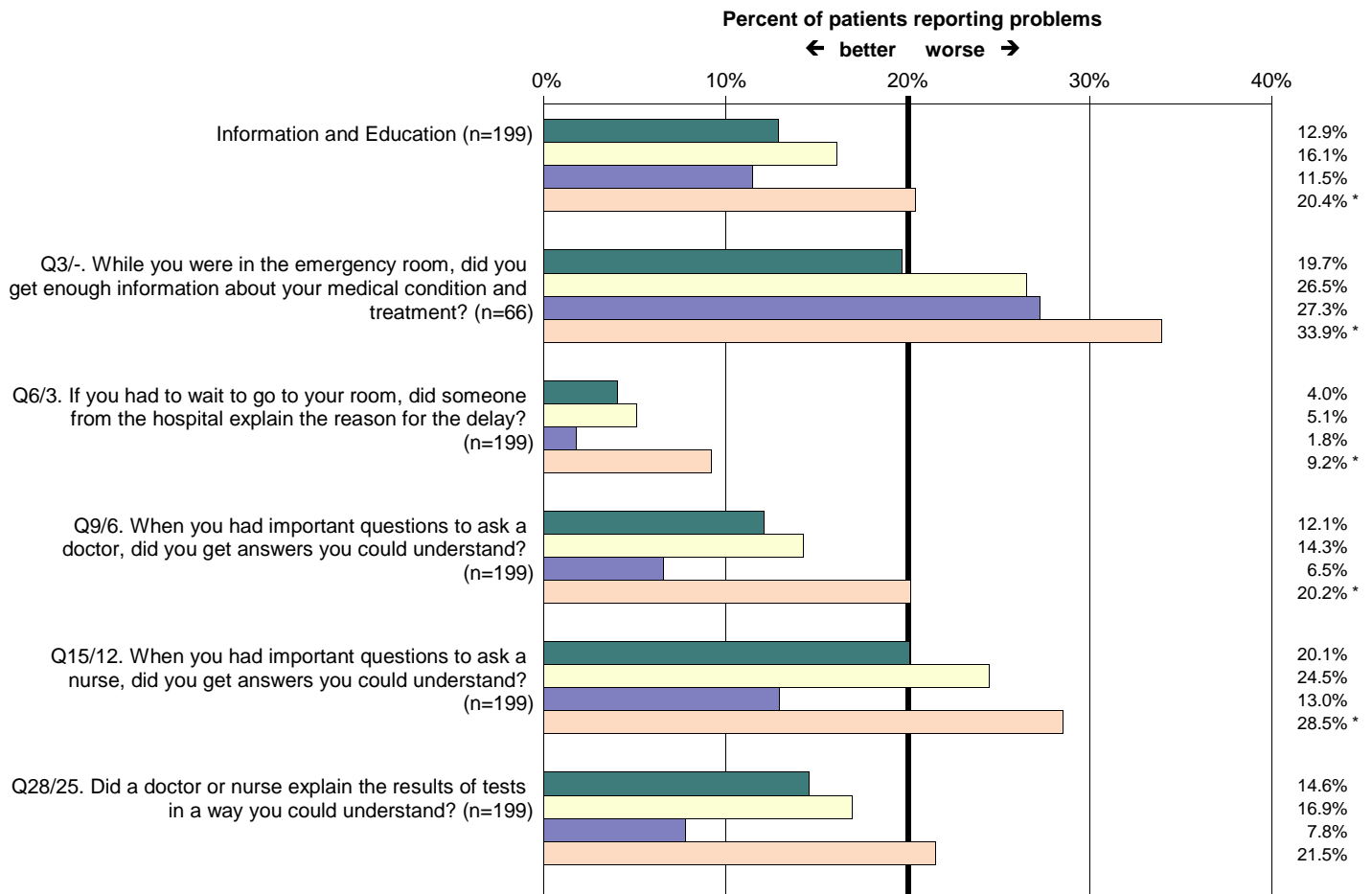
Patients discharged: July 2001 - September 2001

LLMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Information and Education



* Significantly different from LLMC problem score

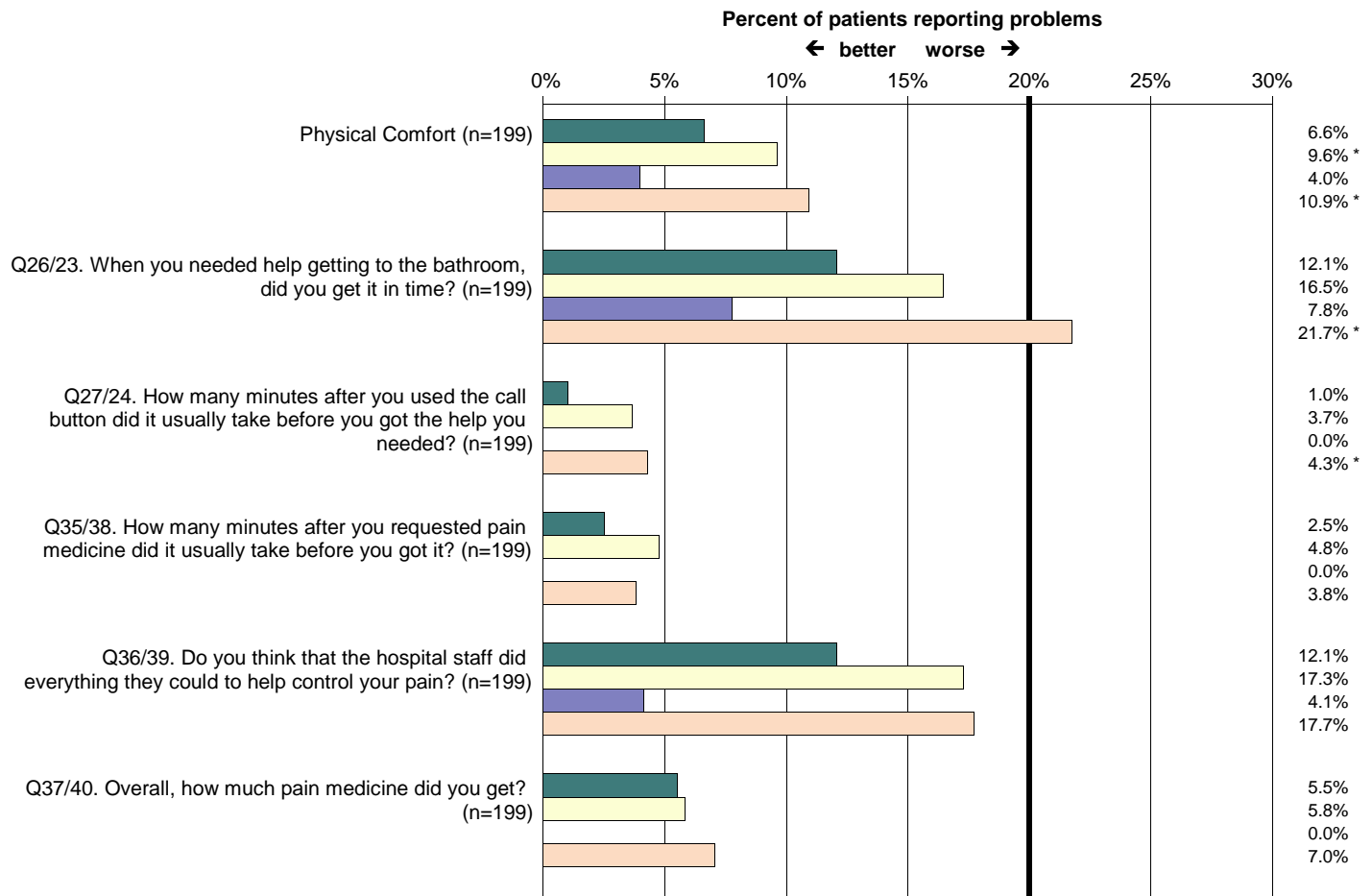
Patients discharged: July 2001 - September 2001

LLMC Surgery
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort



* Significantly different from LLMC problem score

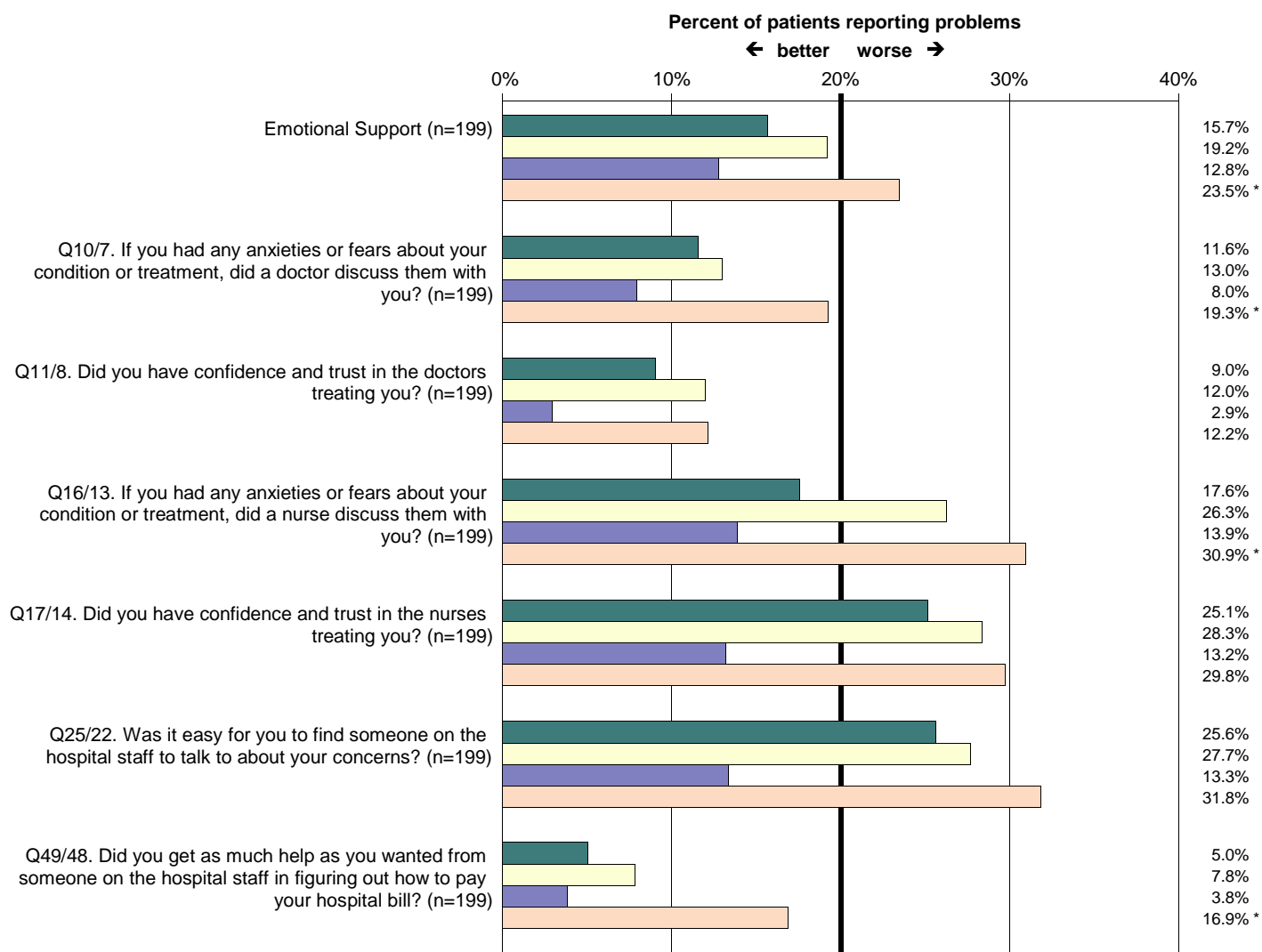
Patients discharged: July 2001 - September 2001

LLMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Emotional Support



* Significantly different from LLMC problem score

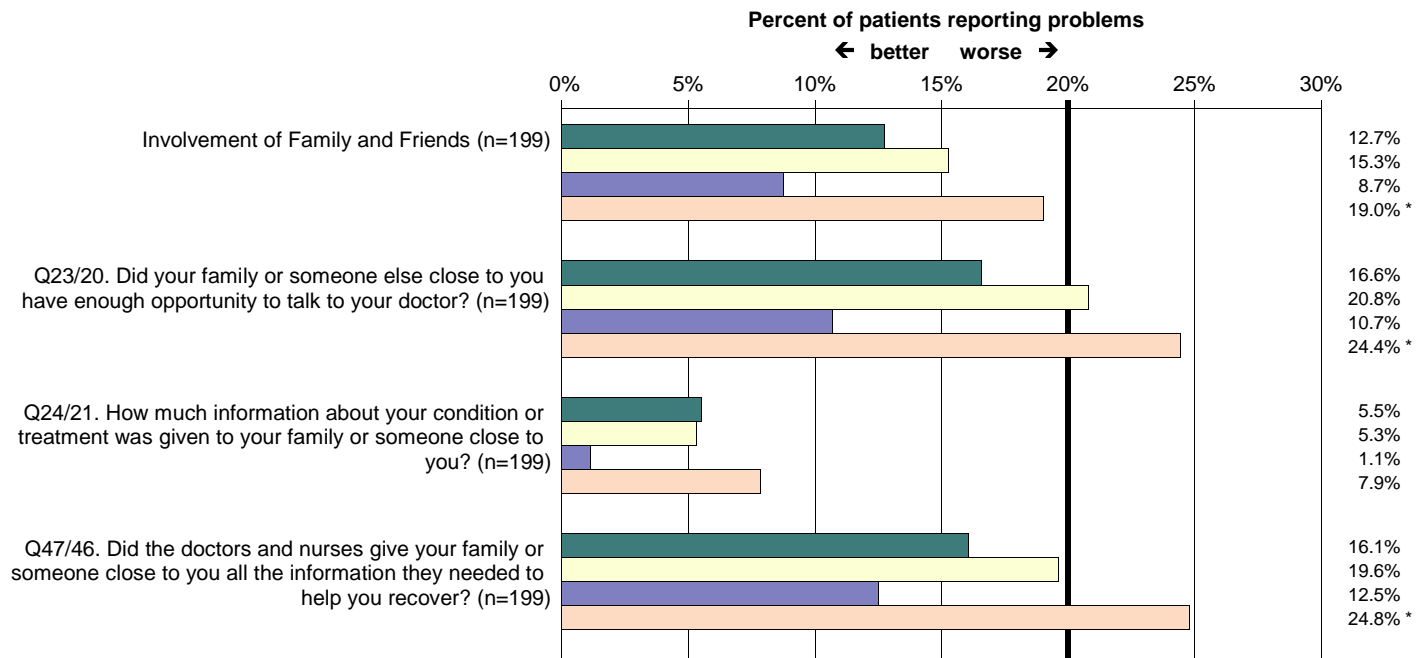
Patients discharged: July 2001 - September 2001

LLMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



* Significantly different from LLMC problem score

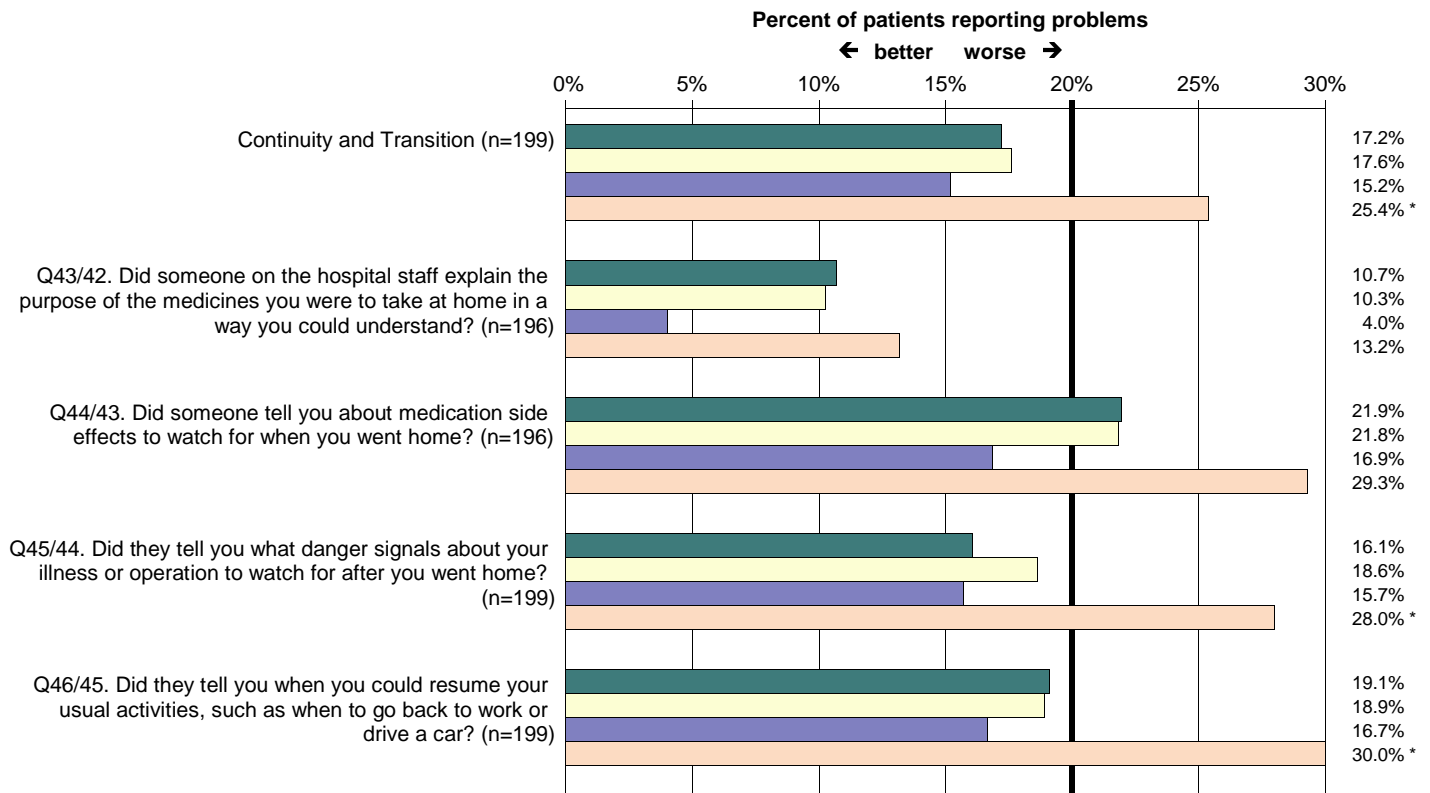
Patients discharged: July 2001 - September 2001

■ LLMC Surgery
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



* Significantly different from LLMC problem score

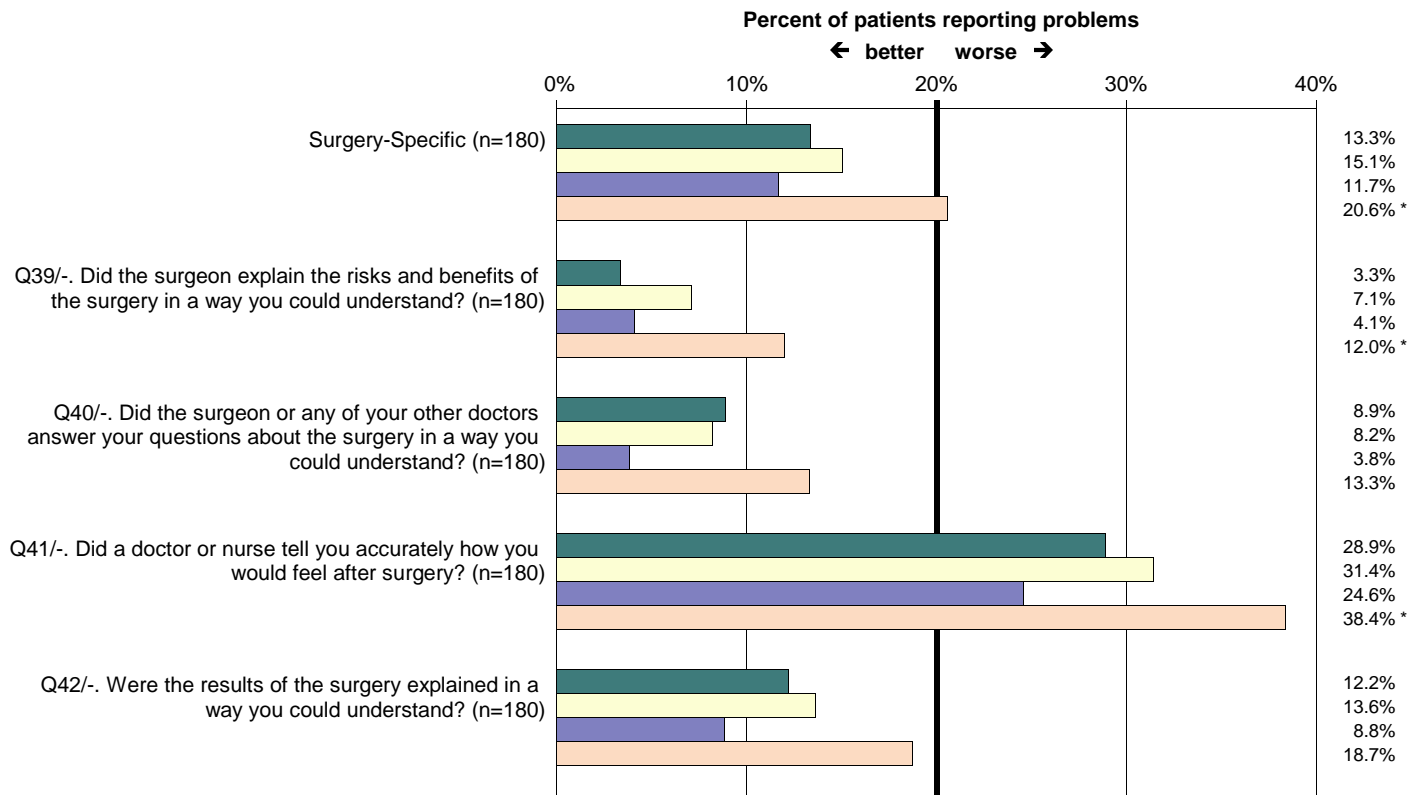
Patients discharged: July 2001 - September 2001

LLMC Surgery
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



* Significantly different from LLMC problem score

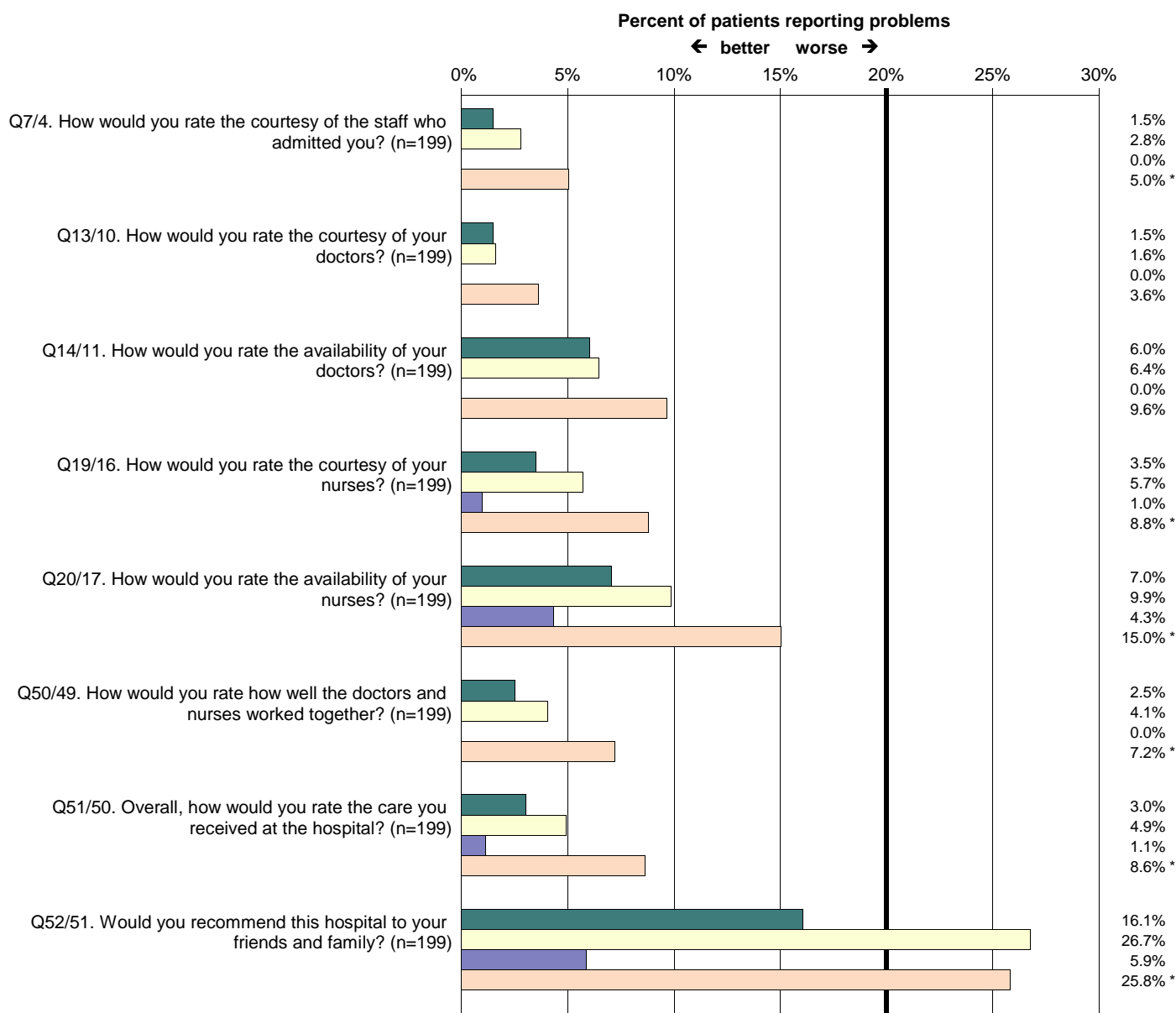
Patients discharged: July 2001 - September 2001

LLMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Overall Impression



* Significantly different from LLMC problem score

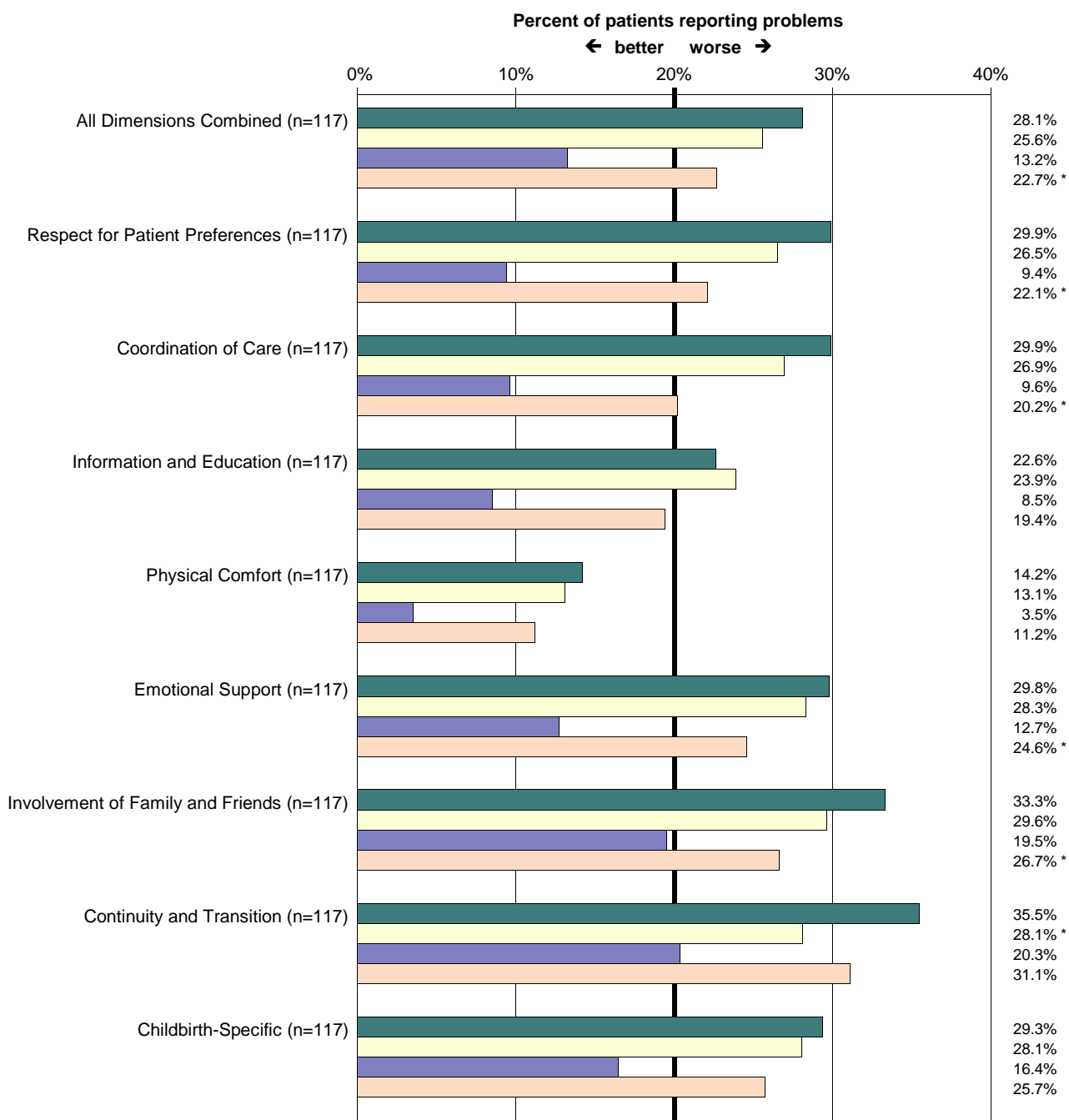
Patients discharged: July 2001 - September 2001

LLMC Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Dimensions



* Significantly different from LLMC problem score

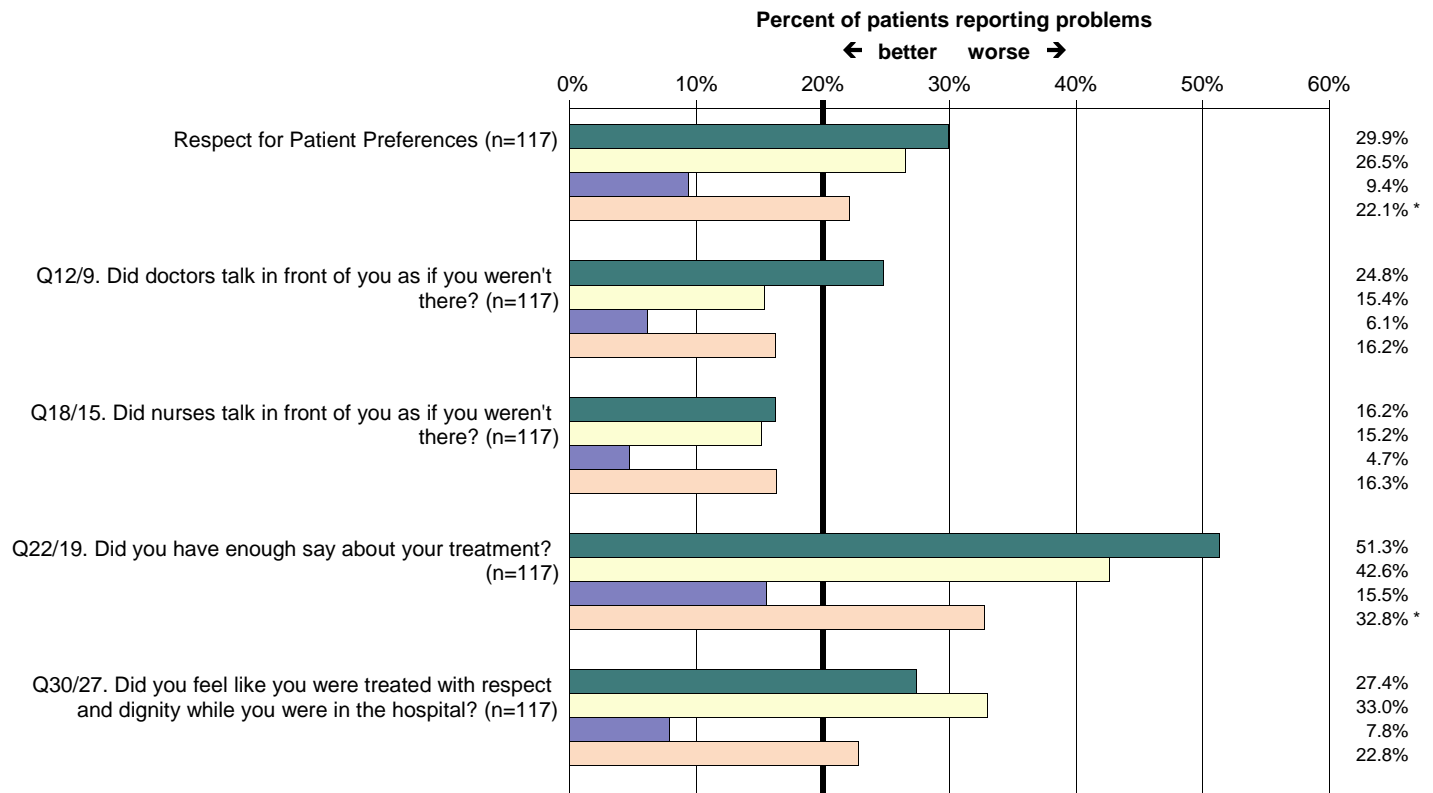
Patients discharged: July 2001 - September 2001

■ LLMC Childbirth
 ■ MHS average
 ■ Picker Teaching benchmark
 ■ Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Respect for Patient Preferences



* Significantly different from LLMC problem score

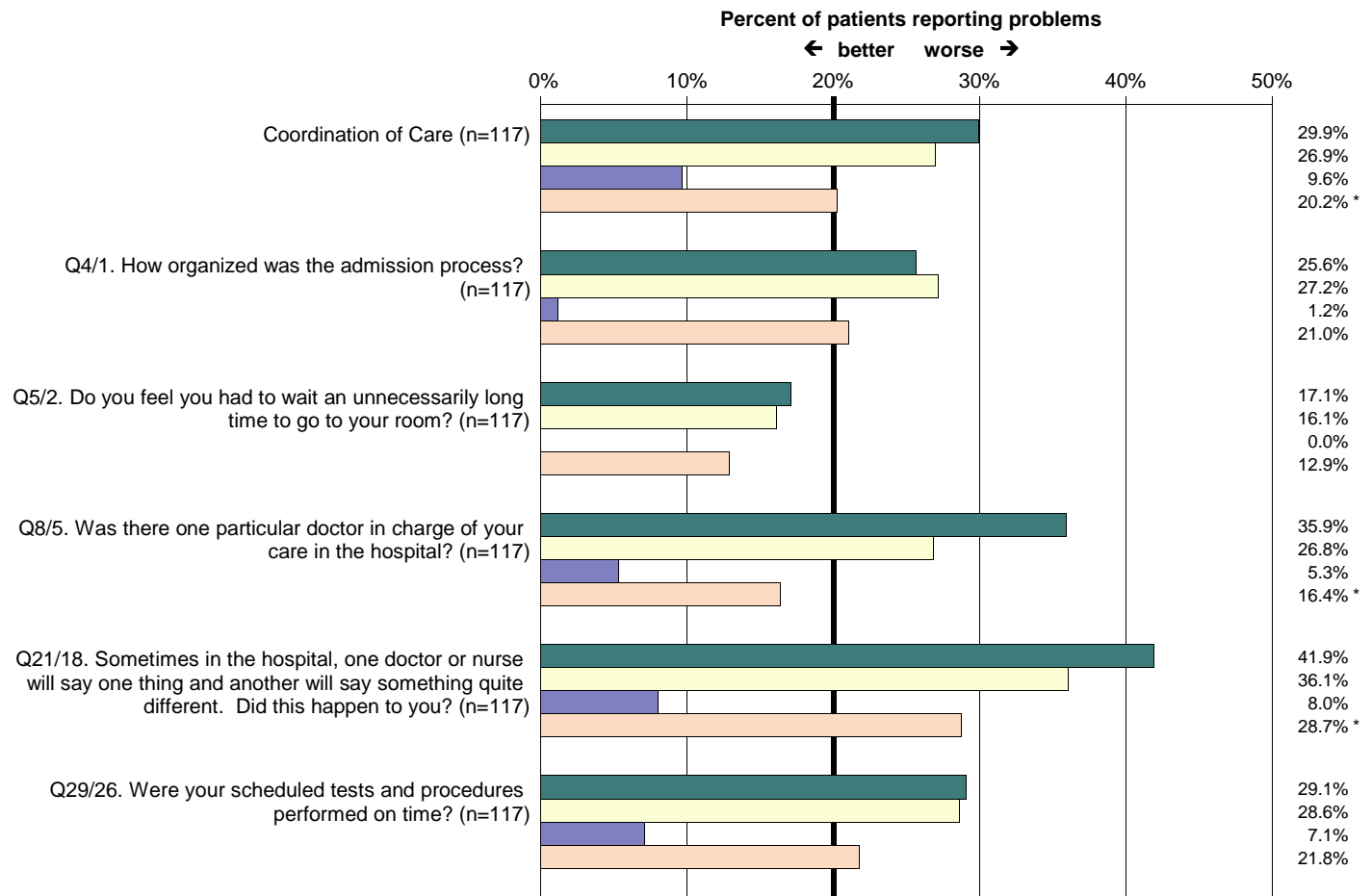
Patients discharged: July 2001 - September 2001

LLMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care



* Significantly different from LLMC problem score

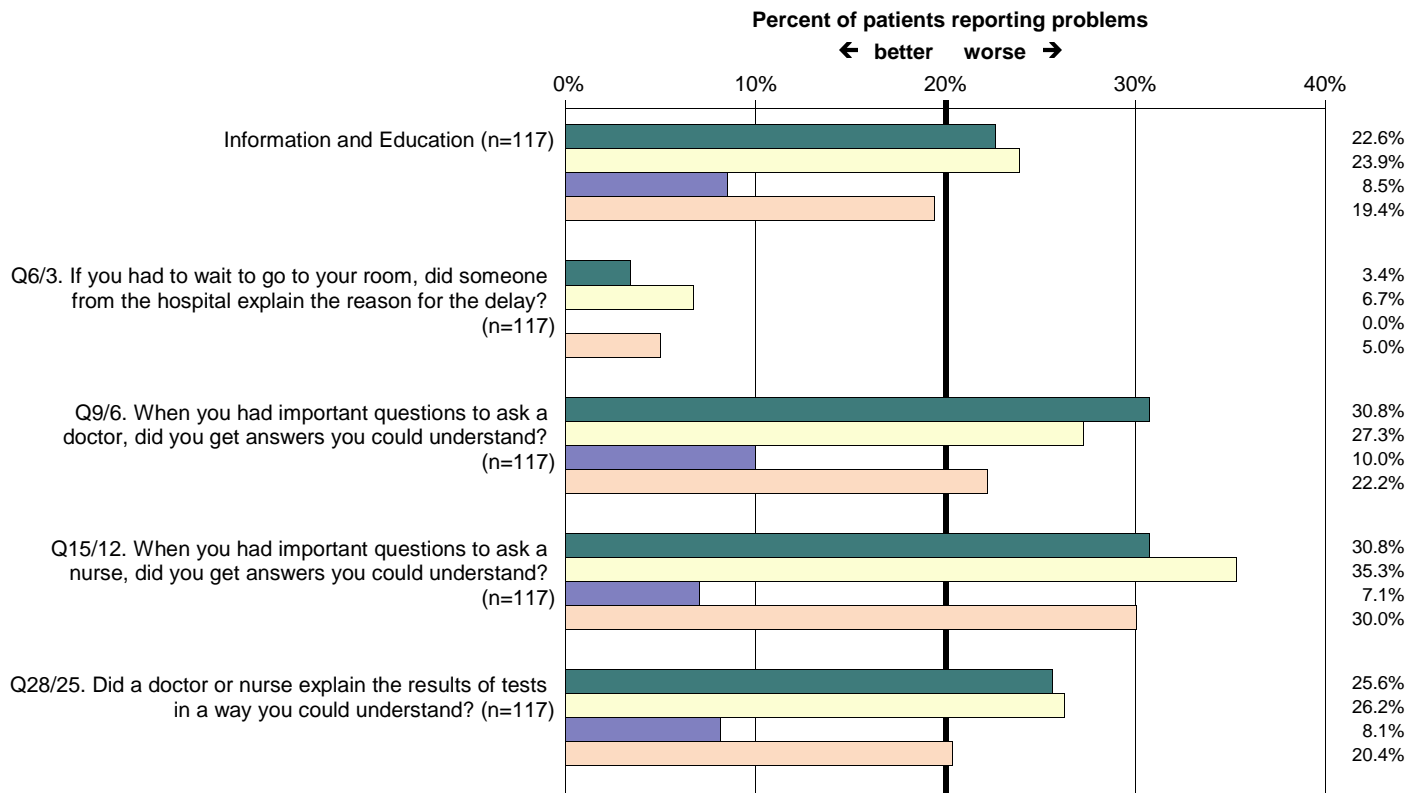
Patients discharged: July 2001 - September 2001

LLMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Information and Education



* Significantly different from LLMC problem score

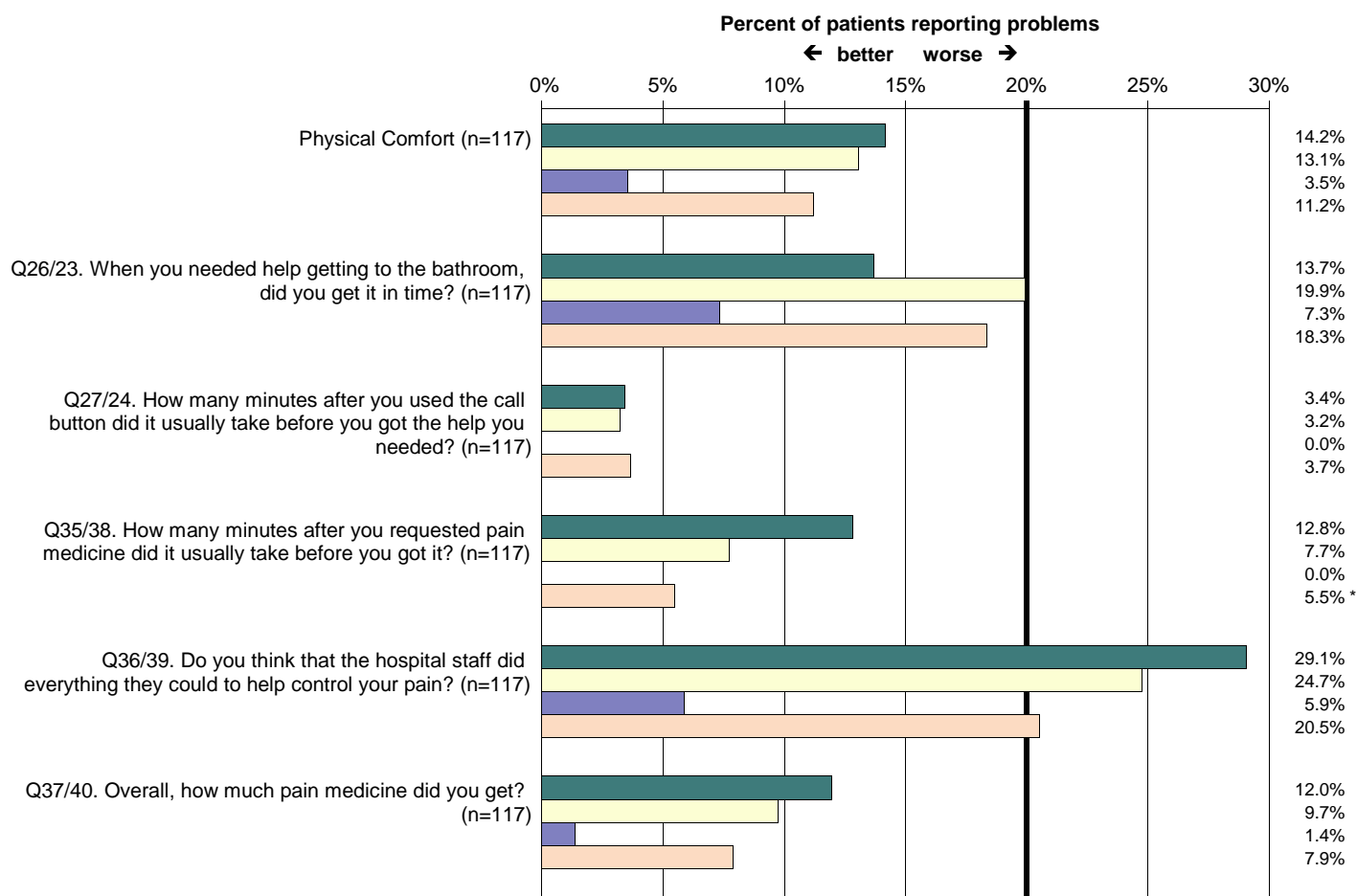
Patients discharged: July 2001 - September 2001

■ LLMC Childbirth
 ■ MHS average
 ■ Picker Teaching benchmark
 ■ Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort



* Significantly different from LLMC problem score

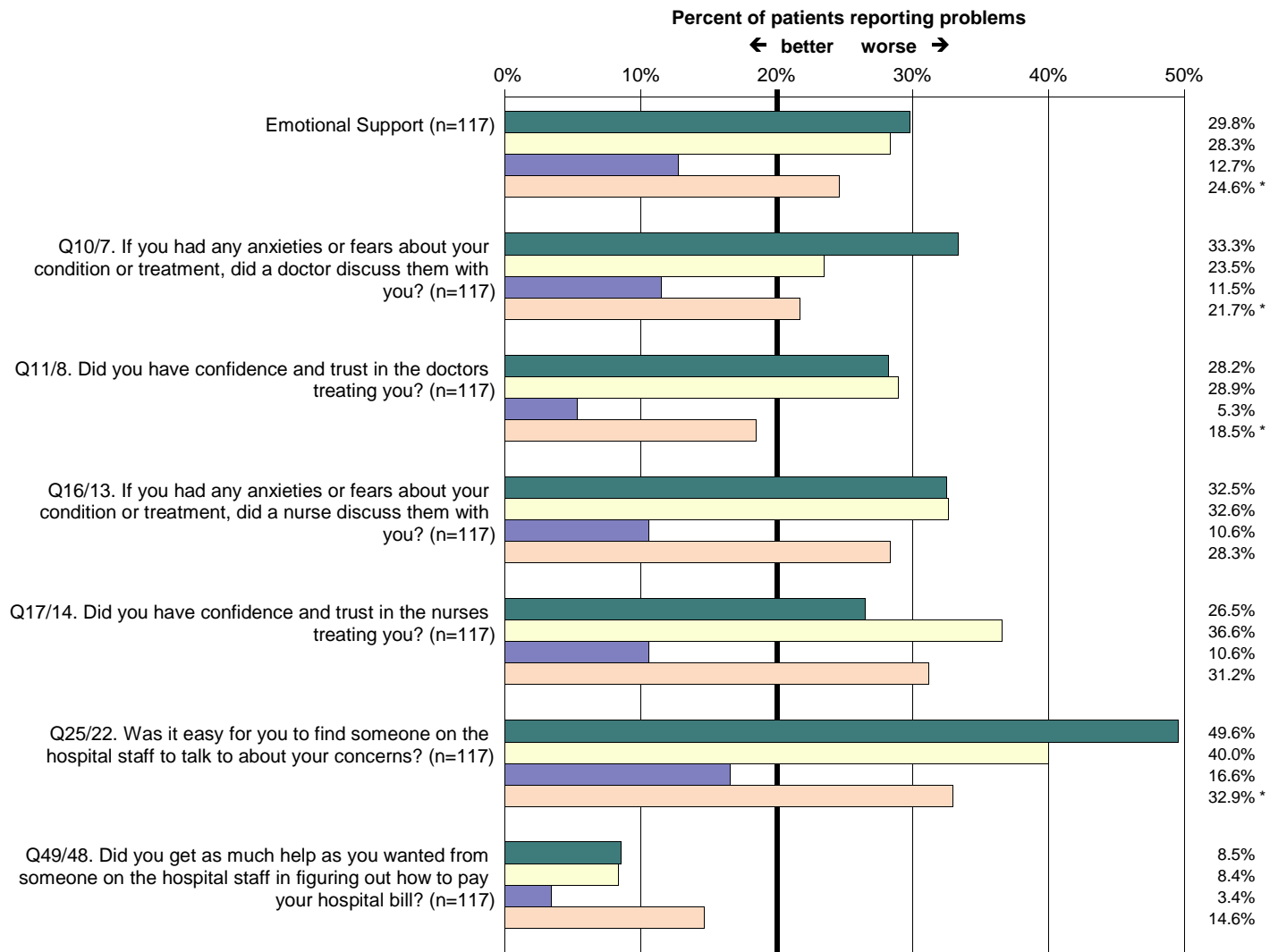
Patients discharged: July 2001 - September 2001

LLMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Emotional Support



* Significantly different from LLMC problem score

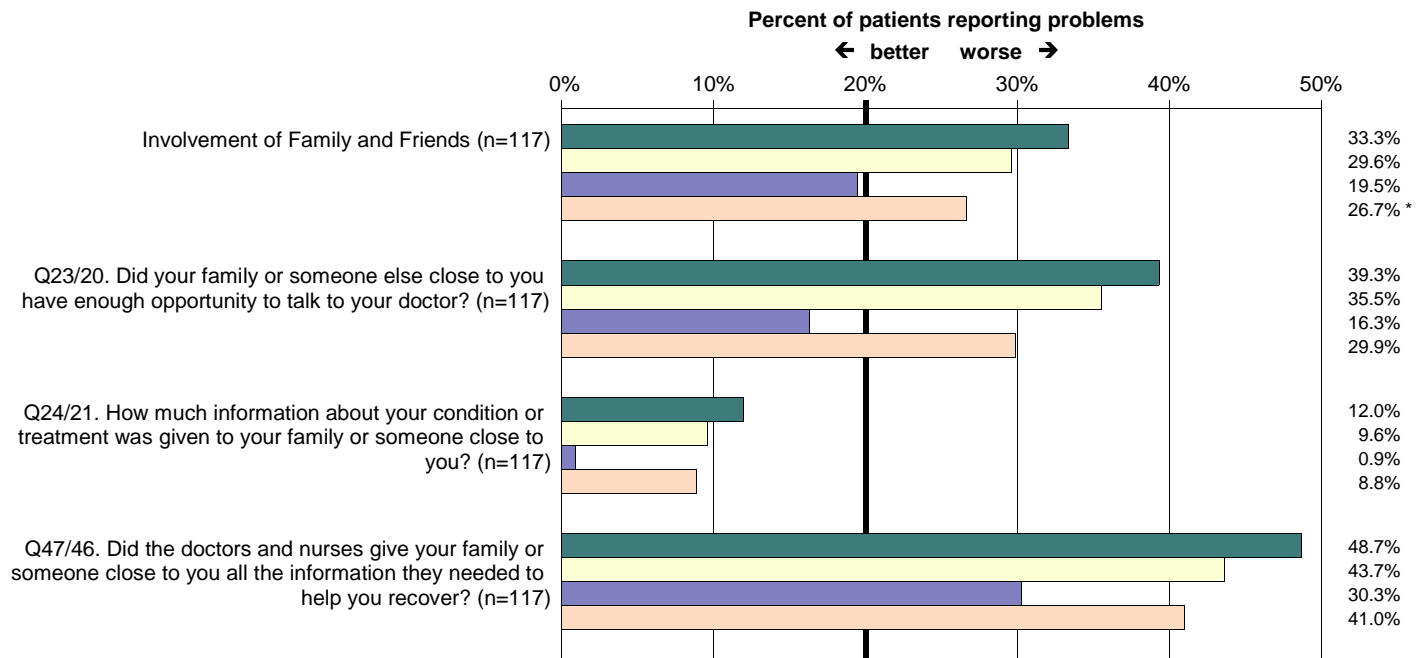
Patients discharged: July 2001 - September 2001

■ LLMC Childbirth
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Involvement of Family and Friends



* Significantly different from LLMC problem score

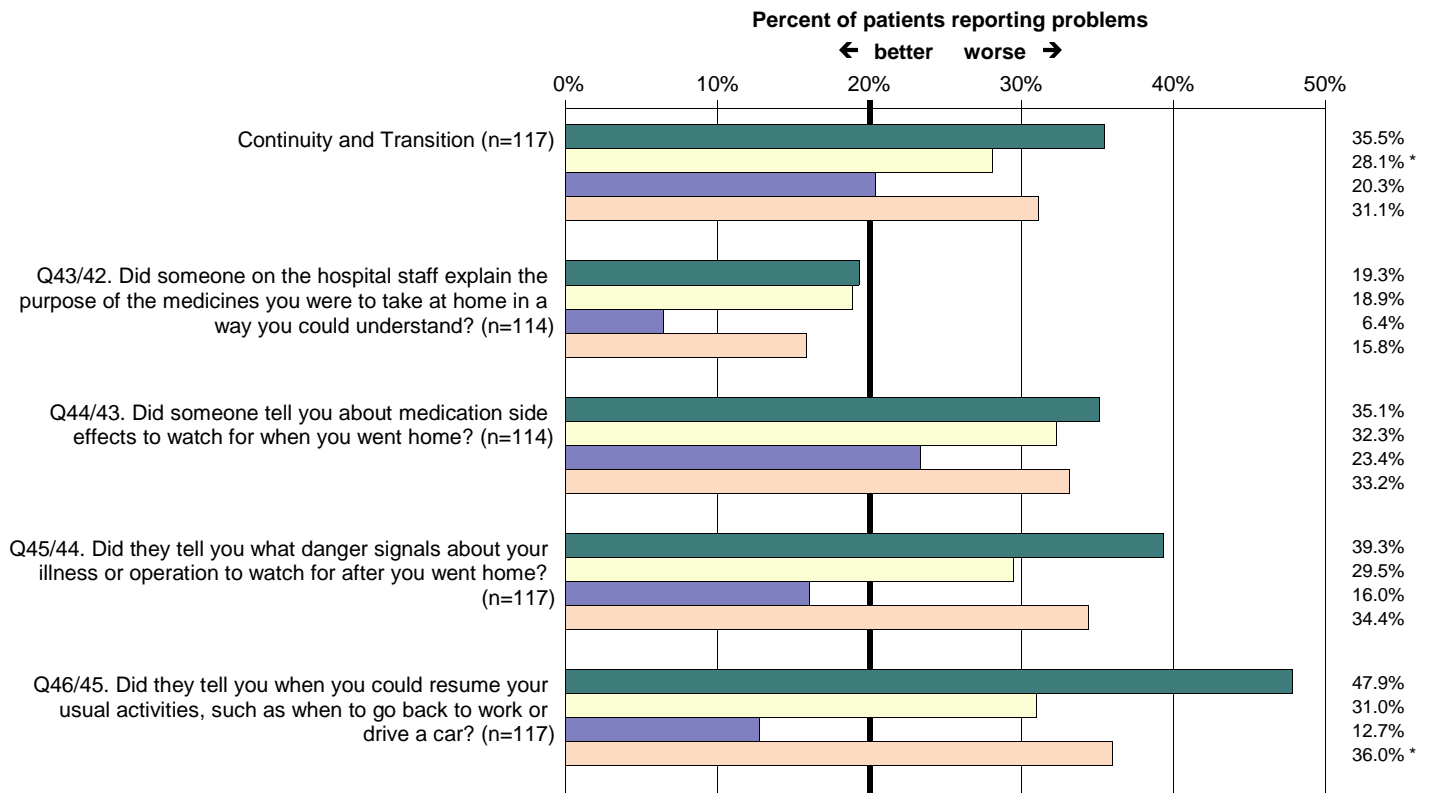
Patients discharged: July 2001 - September 2001

LLMC Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition



* Significantly different from LLMC problem score

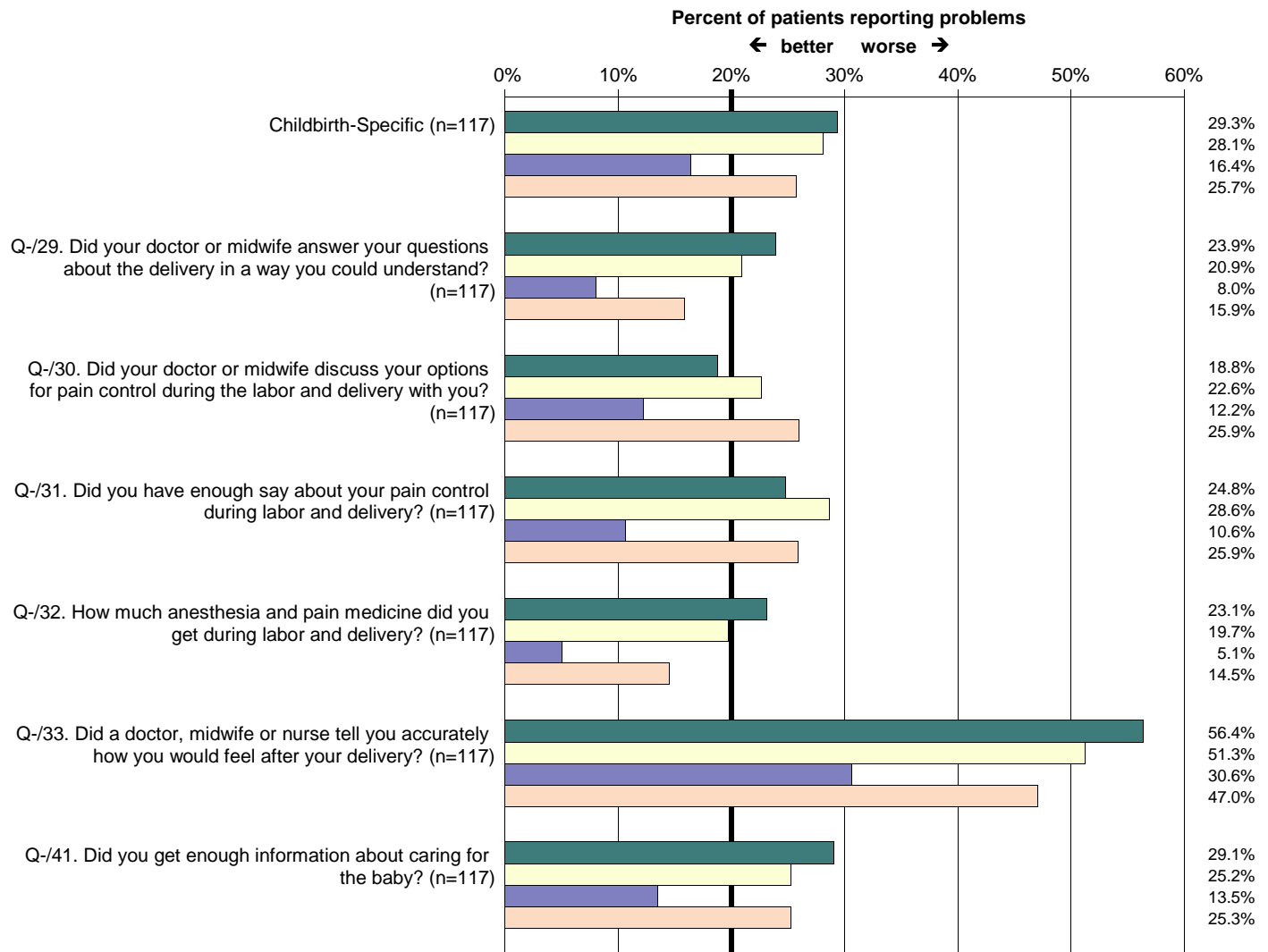
Patients discharged: July 2001 - September 2001

LLMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific



* Significantly different from LLMC problem score

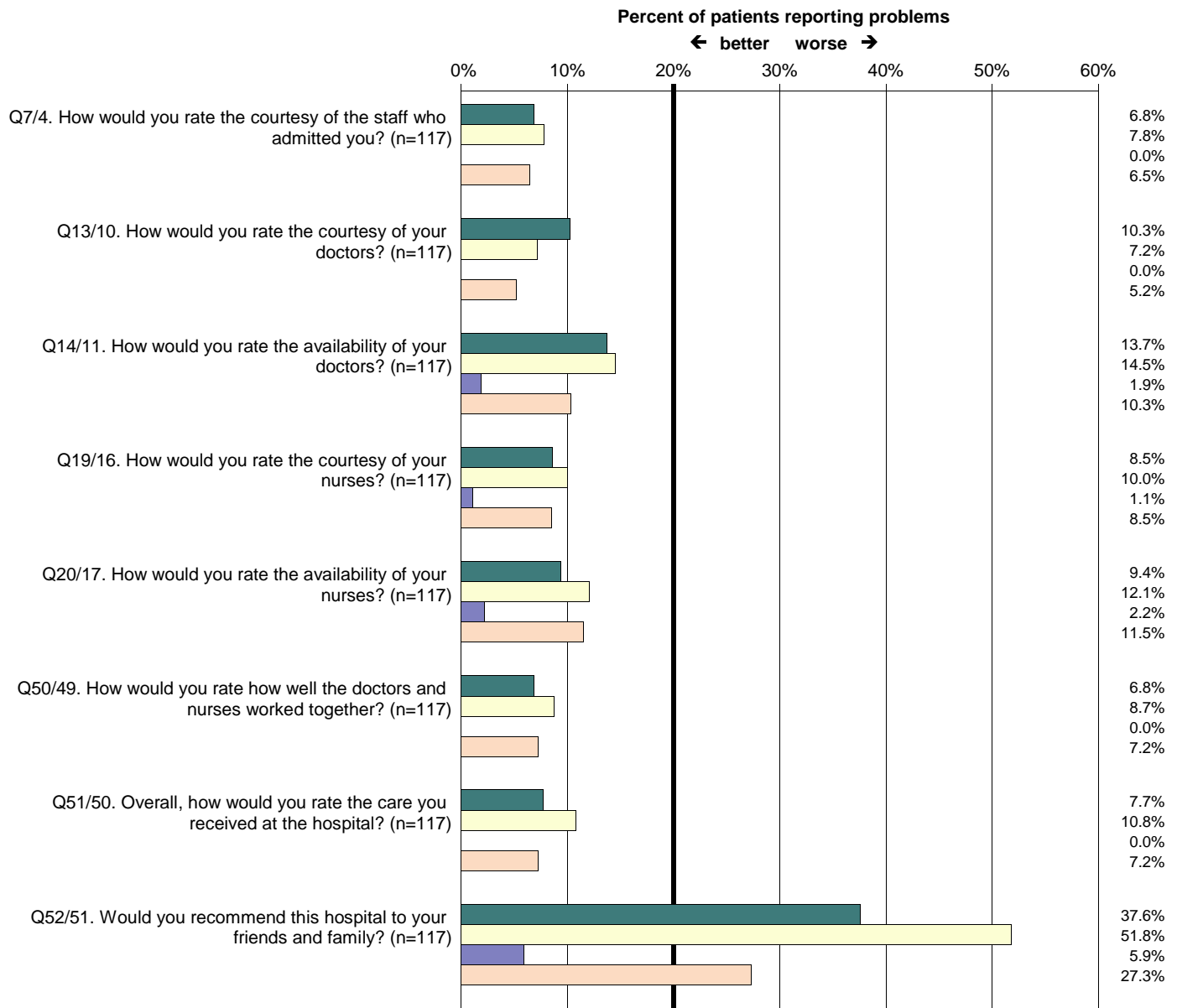
Patients discharged: July 2001 - September 2001

LLMC Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

Overall Impression



* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

LLMC Childbirth
MHS average
Picker Teaching benchmark
Picker Teaching average

59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	19.3%	488	0.671	High	20.5%	12.5%	21.9% *
Respect for Patient Preferences	21.0%	488	0.538	Top	21.5%	10.9%	21.1%
Coordination of Care	21.0%	488	0.503	Top	20.7%	10.5%	20.7%
Information and Education	18.9%	488	0.560	High	21.7% *	12.8%	22.9% *
Physical Comfort	8.6%	488	0.479	High	10.4% *	5.0%	10.7% *
Emotional Support	21.0%	488	0.661	Top	24.2% *	15.6%	25.4% *
Involvement of Family and Friends	19.5%	488	0.520	High	21.3%	9.4%	22.1%
Continuity and Transition	24.4%	488	0.462	Top	23.3%	16.1%	28.7% *
Surgery-Specific	13.3%	180	0.274	Low	15.1%	11.7%	20.6% *
Childbirth-Specific	29.3%	117	0.460	Top	28.1%	16.4%	25.7%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

<i>Respect for Patient Preferences</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	21.0%	488	0.538	Top	21.5%	10.9%	21.1%
Q12/9. Did doctors talk in front of you as if you weren't there?	19.5%	488	0.208	Low	13.5%	4.2%	14.5%
Q18/15. Did nurses talk in front of you as if you weren't there?	13.1%	488	0.167	Low	12.5%	4.9%	14.6%
Q22/19. Did you have enough say about your treatment?	36.3%	488	0.450	Top	38.5%	23.9%	36.4%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	15.2%	488	0.594	High	21.5%	5.1%	19.0%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Coordination of Care	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	21.0%	488	0.503	Top	20.7%	10.5%	20.7%
Q2/- . How organized was the care you received in the emergency room?	18.1%	199	0.439	High	20.3%	7.8%	25.3%
Q4/1 . How organized was the admission process?	20.5%	488	0.368	Med	21.6%	8.0%	21.0%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	19.1%	488	0.223	Low	17.4%	6.6%	23.0%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	18.4%	488	0.205	Low	16.5%	1.7%	12.9%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	24.6%	488	0.275	Med	22.7%	8.5%	21.6%
Q29/26 . Were your scheduled tests and procedures performed on time?	24.0%	488	0.382	Med	25.6%	0.0%	25.3%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Information and Education	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	18.9%	488	0.560	High	21.7% *	12.8%	22.9% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	26.2%	202	0.444	Top	32.7%	15.4%	38.5% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	6.4%	488	0.313	Low	8.3%	2.5%	10.4%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	20.7%	488	0.410	Top	22.3%	11.8%	23.8%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	24.8%	488	0.444	Top	28.9%	13.1%	29.4%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	21.7%	488	0.411	Top	23.9%	12.7%	24.8%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Physical Comfort	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	8.6%	488	0.479	High	10.4% *	5.0%	10.7% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	12.1%	488	0.257	Low	16.2%	8.8%	20.3% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.8%	488	0.182	Low	3.1%	0.0%	4.1%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.9%	488	0.151	Low	5.9%	0.5%	4.7%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	17.0%	488	0.465	High	19.6%	9.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	6.1%	488	0.363	Low	7.1%	1.5%	6.8%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

<i>Emotional Support</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	21.0%	488	0.661	Top	24.2% *	15.6%	25.4% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	19.3%	488	0.504	High	20.5%	11.1%	23.0%
Q11/8. Did you have confidence and trust in the doctors treating you?	16.6%	488	0.503	High	21.0%	6.6%	16.9%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	25.2%	488	0.461	Top	29.9%	17.0%	31.6%
Q17/14. Did you have confidence and trust in the nurses treating you?	24.0%	488	0.502	Top	29.8%	14.9%	29.3%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	34.4%	488	0.507	Top	34.0%	19.4%	33.9%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	6.8%	488	0.068	Low	9.8%	0.0%	17.6% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

<i>Involvement of Family and Friends</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	19.5%	488	0.520	High	21.3%	9.4%	22.1%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	25.2%	488	0.364	Med	27.8%	15.4%	27.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	7.8%	488	0.424	High	8.5%	0.9%	9.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	25.6%	488	0.446	Top	27.4%	12.0%	29.5%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

<i>Continuity and Transition</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	24.4%	488	0.462	Top	23.3%	16.1%	28.7% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	13.5%	474	0.348	Low	14.0%	3.7%	14.7%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	26.9%	475	0.393	Med	26.0%	17.3%	31.6%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	25.8%	488	0.387	Med	25.6%	15.4%	32.0%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	29.9%	488	0.328	Med	26.3%	13.1%	34.4%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Overall Comparisons

<i>Surgery-Specific</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	13.3%	180	0.274	Low	15.1%	11.7%	20.6% *
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	3.3%	180	0.058	Low	7.1%	4.1%	12.0% *
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	8.9%	180	0.185	Low	8.2%	3.8%	13.3%
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	28.9%	180	0.222	Med	31.4%	24.6%	38.4% *
Q42/-. Were the results of the surgery explained in a way you could understand?	12.2%	180	0.271	Low	13.6%	8.8%	18.7%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	29.3%	117	0.460	Top	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	23.9%	117	0.373	Med	20.9%	8.0%	15.8%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	18.8%	117	0.200	Low	22.6%	12.2%	25.8%
Q-/31. Did you have enough say about your pain control during labor and delivery?	24.8%	117	0.293	Med	28.6%	10.6%	25.8%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	23.1%	117	0.236	Med	19.7%	5.1%	14.5%
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	56.4%	117	0.236	Med	51.3%	30.6%	46.9%
Q-/41. Did you get enough information about caring for the baby?	29.1%	117	0.344	Med	25.2%	13.5%	25.3%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Overall Comparisons

Overall Impression	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	3.5%	488	0.340	Low	5.0%	0.0%	6.3%
Q13/10. How would you rate the courtesy of your doctors?	4.1%	488	0.348	Low	4.9%	0.8%	5.0%
Q14/11. How would you rate the availability of your doctors?	9.8%	488	0.427	High	11.2%	0.9%	11.4%
Q19/16. How would you rate the courtesy of your nurses?	5.3%	488	0.346	Low	6.9%	1.3%	8.5%
Q20/17. How would you rate the availability of your nurses?	8.4%	488	0.413	High	9.8%	5.4%	14.0% *
Q50/49. How would you rate how well the doctors and nurses worked together?	4.5%	488	0.484	High	6.1%	0.0%	7.6%
Q51/50. Overall, how would you rate the care you received at the hospital?	4.7%	488	--	--	7.3%	0.8%	8.5% *
Q52/51. Would you recommend this hospital to your friends and family?	22.5%	488	0.585	Top	36.1% *	5.0%	26.1%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

<i>Dimensions</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	19.5%	172	0.648	High	20.6%	14.5%	23.9% *
Respect for Patient Preferences	19.9%	172	0.452	High	21.1%	12.7%	22.7%
Coordination of Care	21.8%	172	0.545	Top	20.8%	14.0%	25.2%
Information and Education	23.2%	172	0.580	Top	24.3%	14.7%	28.3% *
Physical Comfort	7.1%	172	0.439	High	8.9%	4.7%	10.1% *
Emotional Support	21.3%	172	0.666	Top	24.3%	15.2%	28.3% *
Involvement of Family and Friends	18.0%	172	0.447	High	20.2%	11.4%	22.3%
Continuity and Transition	25.3%	172	0.491	Top	24.3%	17.2%	30.3%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

<i>Respect for Patient Preferences</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	19.9%	172	0.452	High	21.1%	12.7%	22.7%
Q12/9. Did doctors talk in front of you as if you weren't there?	20.9%	172	0.200	Med	16.2%	4.3%	16.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	9.9%	172	0.055	Low	11.0%	4.6%	14.6%
Q22/19. Did you have enough say about your treatment?	36.6%	172	0.384	Med	41.5%	27.5%	41.9%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	12.2%	172	0.568	High	15.9%	6.6%	18.2%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Medicine Comparisons

Coordination of Care	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	21.8%	172	0.545	Top	20.8%	14.0%	25.2%
Q2/- . How organized was the care you received in the emergency room?	18.8%	133	0.444	High	19.4%	7.8%	26.0%
Q4/1 . How organized was the admission process?	22.7%	172	0.462	Top	19.7%	10.3%	24.8%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	27.9%	172	0.326	Med	23.2%	12.3%	35.5%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	16.3%	172	0.086	Low	17.5%	1.3%	14.6%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	19.2%	172	0.248	Low	18.2%	9.8%	21.6%
Q29/26 . Were your scheduled tests and procedures performed on time?	26.2%	172	0.451	Top	27.1%	16.7%	30.6%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

Information and Education	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	23.2%	172	0.580	Top	24.3%	14.7%	28.3% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	29.4%	136	0.418	Top	32.6%	26.5%	40.8% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	11.0%	172	0.314	Low	12.3%	5.2%	15.9%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	23.8%	172	0.464	Top	24.9%	13.0%	29.3%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	26.2%	172	0.437	Top	26.4%	9.1%	30.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	27.3%	172	0.472	Top	27.9%	14.5%	31.1%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Medicine Comparisons

Physical Comfort	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	7.1%	172	0.439	High	8.9%	4.7%	10.1% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	11.0%	172	0.269	Low	13.4%	9.8%	19.7% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.7%	172	0.254	Low	2.8%	0.0%	4.0%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.2%	172	0.169	Low	5.3%	0.0%	4.9%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	14.5%	172	0.490	High	17.1%	5.5%	16.0%
Q37/40. Overall, how much pain medicine did you get?	2.9%	172	0.138	Low	5.9%	0.7%	5.9%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

<i>Emotional Support</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	21.3%	172	0.666	Top	24.3%	15.2%	28.3% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	18.6%	172	0.499	High	23.7%	8.0%	28.2% *
Q11/8. Did you have confidence and trust in the doctors treating you?	17.4%	172	0.537	High	22.0%	5.2%	21.7%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	29.1%	172	0.459	Top	29.7%	19.5%	34.7%
Q17/14. Did you have confidence and trust in the nurses treating you?	20.9%	172	0.548	Top	25.2%	13.0%	28.1%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	34.3%	172	0.524	Top	33.3%	16.9%	37.2%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	7.6%	172	0.170	Low	11.8%	3.9%	19.7% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Medicine Comparisons

<i>Involvement of Family and Friends</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	18.0%	172	0.447	High	20.2%	11.4%	22.3%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	25.6%	172	0.306	Med	27.0%	16.3%	29.8%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	7.6%	172	0.407	High	10.2%	3.4%	11.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	20.9%	172	0.341	Med	23.3%	11.8%	26.2%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Medicine Comparisons

<i>Continuity and Transition</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	25.3%	172	0.491	Top	24.3%	17.2%	30.3%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	12.8%	164	0.450	High	13.8%	7.1%	15.4%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	27.3%	165	0.375	Med	24.6%	15.2%	32.1%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	27.9%	172	0.408	Top	28.1%	16.9%	34.4%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	30.2%	172	0.354	Med	29.3%	20.9%	37.3%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Medicine Comparisons

<i>Overall Impression</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	3.5%	172	0.250	Low	4.1%	0.0%	7.8%
Q13/10. How would you rate the courtesy of your doctors?	2.9%	172	0.261	Low	5.5%	0.0%	6.4%
Q14/11. How would you rate the availability of your doctors?	11.6%	172	0.378	Low	12.4%	2.7%	14.6%
Q19/16. How would you rate the courtesy of your nurses?	5.2%	172	0.418	High	5.2%	0.0%	8.3%
Q20/17. How would you rate the availability of your nurses?	9.3%	172	0.444	High	8.6%	3.5%	14.6%
Q50/49. How would you rate how well the doctors and nurses worked together?	5.2%	172	0.511	High	5.9%	0.0%	8.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	4.7%	172	--	--	6.8%	1.1%	9.4%
Q52/51. Would you recommend this hospital to your friends and family?	19.8%	172	0.638	High	29.4%	10.4%	26.8%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

<i>Dimensions</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	13.8%	199	0.660	High	15.6%	11.8%	19.5% *
Respect for Patient Preferences	16.7%	199	0.549	High	16.5%	9.2%	19.0%
Coordination of Care	15.1%	199	0.457	High	14.9%	8.6%	17.2%
Information and Education	12.9%	199	0.555	High	16.1%	11.5%	20.4% *
Physical Comfort	6.6%	199	0.550	High	9.6% *	4.0%	10.9% *
Emotional Support	15.7%	199	0.675	High	19.2%	12.8%	23.5% *
Involvement of Family and Friends	12.7%	199	0.506	High	15.3%	8.7%	19.0% *
Continuity and Transition	17.2%	199	0.406	High	17.6%	15.2%	25.4% *
Surgery-Specific	13.3%	180	0.274	Low	15.1%	11.7%	20.6% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

<i>Respect for Patient Preferences</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	16.7%	199	0.549	High	16.5%	9.2%	19.0%
Q12/9. Did doctors talk in front of you as if you weren't there?	15.1%	199	0.148	Low	9.4%	1.2%	11.4%
Q18/15. Did nurses talk in front of you as if you weren't there?	14.1%	199	0.276	Low	11.1%	3.2%	13.0%
Q22/19. Did you have enough say about your treatment?	27.1%	199	0.395	Med	29.4%	17.8%	33.7%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	10.6%	199	0.600	High	16.3%	5.7%	17.8% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	15.1%	199	0.457	High	14.9%	8.6%	17.2%
Q2/-. How organized was the care you received in the emergency room?	16.7%	66	0.421	High	17.4%	20.8%	24.8%
Q4/1. How organized was the admission process?	15.6%	199	0.320	Low	18.0%	5.9%	17.9%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	12.6%	199	0.266	Low	11.1%	5.6%	18.5%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	10.1%	199	0.172	Low	7.9%	0.7%	9.4%
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	19.1%	199	0.246	Low	14.7%	3.7%	17.0%
Q29/26. Were your scheduled tests and procedures performed on time?	19.1%	199	0.266	Low	21.6%	9.7%	23.2%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Information and Education	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	12.9%	199	0.555	High	16.1%	11.5%	20.4% *
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	19.7%	66	0.489	High	26.5%	27.3%	33.9% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	4.0%	199	0.386	Low	5.1%	1.8%	9.2% *
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	12.1%	199	0.301	Low	14.3%	6.5%	20.2% *
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	20.1%	199	0.520	Top	24.5%	13.0%	28.5% *
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	14.6%	199	0.314	Low	16.9%	7.8%	21.5%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	6.6%	199	0.550	High	9.6% *	4.0%	10.9% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	12.1%	199	0.341	Low	16.5%	7.8%	21.7% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.0%	199	0.174	Low	3.7%	0.0%	4.3% *
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.5%	199	0.121	Low	4.8%	0.0%	3.8%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	12.1%	199	0.454	High	17.3%	4.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	5.5%	199	0.526	High	5.8%	0.0%	7.0%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

<i>Emotional Support</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	15.7%	199	0.675	High	19.2%	12.8%	23.5% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	11.6%	199	0.550	High	13.0%	8.0%	19.3% *
Q11/8. Did you have confidence and trust in the doctors treating you?	9.0%	199	0.397	Low	12.0%	2.9%	12.2%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	17.6%	199	0.561	High	26.3%	13.9%	30.9% *
Q17/14. Did you have confidence and trust in the nurses treating you?	25.1%	199	0.490	Top	28.3%	13.2%	29.8%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	25.6%	199	0.484	Top	27.7%	13.3%	31.8%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	5.0%	199	0.090	Low	7.8%	3.8%	16.9% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Surgery Comparisons

<i>Involvement of Family and Friends</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	12.7%	199	0.506	High	15.3%	8.7%	19.0% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	16.6%	199	0.376	Low	20.8%	10.7%	24.4% *
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	5.5%	199	0.339	Low	5.3%	1.1%	7.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	16.1%	199	0.493	High	19.6%	12.5%	24.8% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

<i>Continuity and Transition</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	17.2%	199	0.406	High	17.6%	15.2%	25.4% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	10.7%	196	0.295	Low	10.3%	4.0%	13.2%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	21.9%	196	0.415	Top	21.8%	16.9%	29.3%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	16.1%	199	0.309	Low	18.6%	15.7%	28.0% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	19.1%	199	0.266	Low	18.9%	16.7%	30.0% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Surgery Comparisons

<i>Surgery-Specific</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	13.3%	180	0.274	Low	15.1%	11.7%	20.6% *
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	3.3%	180	0.058	Low	7.1%	4.1%	12.0% *
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	8.9%	180	0.185	Low	8.2%	3.8%	13.3%
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	28.9%	180	0.222	Med	31.4%	24.6%	38.4% *
Q42/-. Were the results of the surgery explained in a way you could understand?	12.2%	180	0.271	Low	13.6%	8.8%	18.7%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Surgery Comparisons

Overall Impression	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	1.5%	199	0.315	Low	2.8%	0.0%	5.0% *
Q13/10. How would you rate the courtesy of your doctors?	1.5%	199	0.164	Low	1.6%	0.0%	3.6%
Q14/11. How would you rate the availability of your doctors?	6.0%	199	0.310	Low	6.4%	0.0%	9.6%
Q19/16. How would you rate the courtesy of your nurses?	3.5%	199	0.297	Low	5.7%	1.0%	8.8% *
Q20/17. How would you rate the availability of your nurses?	7.0%	199	0.433	High	9.9%	4.3%	15.0% *
Q50/49. How would you rate how well the doctors and nurses worked together?	2.5%	199	0.278	Low	4.1%	0.0%	7.2% *
Q51/50. Overall, how would you rate the care you received at the hospital?	3.0%	199	--	--	4.9%	1.1%	8.6% *
Q52/51. Would you recommend this hospital to your friends and family?	16.1%	199	0.577	High	26.7%	5.9%	25.8% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

<i>Dimensions</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	28.1%	117	0.701	Top	25.6%	13.2%	22.7% *
Respect for Patient Preferences	29.9%	117	0.581	Top	26.5%	9.4%	22.1% *
Coordination of Care	29.9%	117	0.462	Top	26.9%	9.6%	20.2% *
Information and Education	22.6%	117	0.544	Top	23.9%	8.5%	19.4%
Physical Comfort	14.2%	117	0.411	High	13.1%	3.5%	11.2%
Emotional Support	29.8%	117	0.617	Top	28.3%	12.7%	24.6% *
Involvement of Family and Friends	33.3%	117	0.569	Top	29.6%	19.5%	26.7% *
Continuity and Transition	35.5%	117	0.445	Top	28.1% *	20.3%	31.1%
Childbirth-Specific	29.3%	117	0.460	Top	28.1%	16.4%	25.7%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Childbirth Comparisons

<i>Respect for Patient Preferences</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	29.9%	117	0.581	Top	26.5%	9.4%	22.1% *
Q12/9. Did doctors talk in front of you as if you weren't there?	24.8%	117	0.254	Med	15.4%	6.1%	16.2%
Q18/15. Did nurses talk in front of you as if you weren't there?	16.2%	117	0.136	Low	15.2%	4.7%	16.3%
Q22/19. Did you have enough say about your treatment?	51.3%	117	0.545	Top	42.6%	15.5%	32.8% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	27.4%	117	0.592	Top	33.0%	7.8%	22.8%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	29.9%	117	0.462	Top	26.9%	9.6%	20.2% *
Q4/1. How organized was the admission process?	25.6%	117	0.291	Med	27.2%	1.2%	21.0%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	17.1%	117	0.024	Low	16.1%	0.0%	12.9%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	35.9%	117	0.270	Med	26.8%	5.3%	16.4% *
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	41.9%	117	0.275	Med	36.1%	8.0%	28.7% *
Q29/26. Were your scheduled tests and procedures performed on time?	29.1%	117	0.418	Top	28.6%	7.1%	21.8%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score >= 20% and corr. >= 0.4 High Priority: score < 20% and corr. >= 0.4 Medium Priority: score >= 20% and corr. < 0.4 Low Priority: score < 20% and corr. < 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Childbirth Comparisons

Information and Education	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	22.6%	117	0.544	Top	23.9%	8.5%	19.4%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	3.4%	117	0.297	Low	6.7%	0.0%	5.0%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	30.8%	117	0.415	Top	27.3%	10.0%	22.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	30.8%	117	0.342	Med	35.3%	7.1%	30.0%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	25.6%	117	0.427	Top	26.2%	8.1%	20.4%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	14.2%	117	0.411	High	13.1%	3.5%	11.2%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	13.7%	117	0.139	Low	19.9%	7.3%	18.3%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.4%	117	0.112	Low	3.2%	0.0%	3.7%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	12.8%	117	0.115	Low	7.7%	0.0%	5.5% *
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	29.1%	117	0.418	Top	24.7%	5.9%	20.5%
Q37/40. Overall, how much pain medicine did you get?	12.0%	117	0.349	Low	9.7%	1.4%	7.9%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

<i>Emotional Support</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	29.8%	117	0.617	Top	28.3%	12.7%	24.6% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	33.3%	117	0.430	Top	23.5%	11.5%	21.7% *
Q11/8. Did you have confidence and trust in the doctors treating you?	28.2%	117	0.532	Top	28.9%	5.3%	18.5% *
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	32.5%	117	0.323	Med	32.6%	10.6%	28.3%
Q17/14. Did you have confidence and trust in the nurses treating you?	26.5%	117	0.481	Top	36.6%	10.6%	31.2%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	49.6%	117	0.473	Top	40.0%	16.6%	32.9% *
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	8.5%	117	-0.089	Low	8.4%	3.4%	14.6%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Childbirth Comparisons

<i>Involvement of Family and Friends</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	33.3%	117	0.569	Top	29.6%	19.5%	26.7% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	39.3%	117	0.359	Med	35.5%	16.3%	29.9%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	12.0%	117	0.504	High	9.6%	0.9%	8.8%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	48.7%	117	0.455	Top	43.7%	30.3%	41.0%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Childbirth Comparisons

<i>Continuity and Transition</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	35.5%	117	0.445	Top	28.1% *	20.3%	31.1%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	19.3%	114	0.282	Low	18.9%	6.4%	15.8%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	35.1%	114	0.352	Med	32.3%	23.4%	33.2%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	39.3%	117	0.393	Med	29.5%	16.0%	34.4%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	47.9%	117	0.301	Med	31.0%	12.7%	36.0% *

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center
Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	29.3%	117	0.460	Top	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	23.9%	117	0.373	Med	20.9%	8.0%	15.9%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	18.8%	117	0.200	Low	22.6%	12.2%	25.9%
Q-/31. Did you have enough say about your pain control during labor and delivery?	24.8%	117	0.293	Med	28.6%	10.6%	25.9%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	23.1%	117	0.236	Med	19.7%	5.1%	14.5%
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	56.4%	117	0.236	Med	51.3%	30.6%	47.0%
Q-/41. Did you get enough information about caring for the baby?	29.1%	117	0.344	Med	25.2%	13.5%	25.3%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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59th Medical Wing - Lackland Air Force Base/Wilford Hall USAF Medical Center

Adult Inpatient Survey - Childbirth Comparisons

<i>Overall Impression</i>	LLMC PROBLEM SCORE	LLMC NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	6.8%	117	0.428	High	7.8%	0.0%	6.5%
Q13/10. How would you rate the courtesy of your doctors?	10.3%	117	0.506	High	7.2%	0.0%	5.2%
Q14/11. How would you rate the availability of your doctors?	13.7%	117	0.580	High	14.5%	1.9%	10.3%
Q19/16. How would you rate the courtesy of your nurses?	8.5%	117	0.302	Low	10.0%	1.1%	8.5%
Q20/17. How would you rate the availability of your nurses?	9.4%	117	0.350	Low	12.1%	2.2%	11.5%
Q50/49. How would you rate how well the doctors and nurses worked together?	6.8%	117	0.628	High	8.7%	0.0%	7.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	7.7%	117	--	--	10.8%	0.0%	7.2%
Q52/51. Would you recommend this hospital to your friends and family?	37.6%	117	0.515	Top	51.8%	5.9%	27.3%

* Significantly different from LLMC problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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